

HP Asset Manager

Software version: 5.12

Release Notes

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Foreword

This document gives you a preview of the changes that have been made to Asset Manager in version 5.12. It contains important information that is not included in the guides or the online help.

1 In this version

This chapter describes the main changes that have been made to Asset Manager compared to version 5.0.

For background information concerning new functions, refer to guides provided with Asset Manager.

Changes introduced in version 5.10

Brand name used for the product and its components: [Modifications](#)

Former name	New name
HP OpenView	HP Software
AssetCenter	Asset Manager
AssetCenter Database Administrator	Asset Manager Application Designer
AssetCenter Server	Asset Manager Automated Process Manager
AssetCenter Export	Asset Manager Export Tool
AssetCenter Base	Retired

Former name	New name
AssetCenter Portfolio	Asset Portfolio

Name and location of files and parameters: Modifications

Below are some examples of file names and locations, and parameters that have changed:

File or parameter	Former name or location	New name or location
Installation folder of the Asset Manager components	C:\Program Files\HP OpenView\AssetCenter...	C:\Program Files\HP\Asset Manager 5.12 xx, where xx corresponds to the Asset Manager installation language.
Asset Manager entries on the Windows Start menu	Start/ Programs/ HP Openview/ AssetCenter...	Start/ Programs/ HP/ Asset Manager...
Name of the MSDE instance used for the demonstration database	ASSETCENTER	ASSETMANAGER
Password used for the MSDE sa user	saacpassword	saampassword
Name of the connection to the demonstration database	ACDemo...	AMDemo...
File name	ac-jni-51.jar	am-jni-51.jar
File name	ac-constants-51.jar	am-constants-51.jar
File name	AssetCenter.xml	AssetManager.xml
File name	AssetCenterWebService.xml	ssetManagerWebService.xml
Asset Manager Web Tier URL	http://.../AssetCenter	http://.../AssetManager
File name	ac-pwd-crypt-51.jar	am-pwd-crypt-51.jar
File name	AssetCenterWebService.war	AssetManagerWebService.war
File name	AssetCenter-webservice.ear	AssetManager-webservice.ear
File name	AssetCenter.war	AssetManager.war
File name	AssetCenter-webtier.ear	AssetManager-webtier.ear
Location of .ini and .cfg files on Windows NT systems	\Documents and Settings\<Windows User>\Application Data\Hewlett-Packard\HP OpenView\conf folder	\Documents and Settings\<Windows User>\Application Data\HP\AssetManager\conf folder
Location of .ini and .cfg files on Windows Vista systems	\Users\<Windows User>\AppData\Roaming\Hewlett-Packard\HP OpenView\conf folder	\Users\<Windows User>\AppData\Roaming\HP\AssetManager\conf folder
Location of .ini and .cfg files on Unix systems	~/ .ov/conf/ folder	~/HP/AssetManager/conf folder

File or parameter	Former name or location	New name or location
Location of the amdb.ini file on Windows NT systems (<i>system</i> connections)	\<Documents and Settings>\All Users\Application Data\Hewlett-Packard\HP OpenView\conf folder	\<Documents and Settings>\All Users\Application Data\HP\AssetManager\conf folder
Location of the amdb.ini file on Windows NT systems (<i>user</i> connections)	\Documents and Settings\<Windows User>\Application Data\Hewlett-Packard\HP OpenView\conf folder	\Documents and Settings\<Windows User>\Application Data\HP\AssetManager\conf folder
Location of the amdb.ini file on Windows Vista systems (<i>system</i> connections)	\ProgramData\Hewlett-Packard\HP OpenView\conf\ folder	\ProgramData\HP\AssetManager\conf folder
Location of the amdb.ini file on Windows Vista systems (<i>user</i> connections)	\Users\<Windows User>\AppData\Roaming\Hewlett-Packard\HP OpenView\conf\ folder	\Users\<Windows User>\AppData\Roaming\HP\AssetManager\conf folder
Location of the amdb.ini file on Unix systems (<i>system</i> connections)	/var/opt/OV/conf/ folder	/var/opt/HP/AssetManager/conf folder
Location of the amdb.ini file on Unix systems (<i>user</i> connections)	~/.ov/conf/ folder	~/HP/AssetManager/conf folder

User profiles: Improvements

In version 5.10, Asset Manager has improved the way in which it controls access to its databases:

- *User roles*: Users are no longer associated with a unique user profile, but with one or more user roles.

When connecting, the user selects the user role that corresponds to what that user would like to do with Asset Manager.

Example of a user role: *Asset Manager for site X*.

A user role comprises one or more user profiles.

Example of a user profile: *Request validation*.

- *User profiles*: Profiles continue to be used. They remain composed of user rights, functional rights and access restrictions.

On the contrary, a user profile can no longer be directly associated with a user (it is, indirectly, via a user role).

- *User rights*: No change.
- *Functional rights*: No change.

- Asset Manager is installed with line-of-business data that you can import into your production database.
The line of business data is named *Administration - Roles profiles user rights and restrictions*. They contain standard user profiles.
- The *Select your Asset Manager user role* (sysCoreChangeMasterProfil) can be associated with a user as an action to execute when the user connects.
This wizard lets the user modify his or her default user role when the user connects to the Asset Manager database.
- ▶ *Administration* guide, chapter *Controlling access to the database*.

Web client: Improvements

- Time required to display pages has been greatly reduced.
- The deployment procedure has been modified.
▶ *Installation and upgrade* guide, chapter *Installing, configuring, uninstalling and updating Asset Manager Web*.
- Workflow schemes (graphical representation) can now be viewed via the Web client.
▶ *Advanced use* guide, chapter *Workflow*, section *Workflow tracking*.
- BEA WebLogic is now supported.
▶ *Installation and upgrade* guide, chapter *Installing, configuring, removing and updating Asset Manager Web*, section *Installing Asset Manager Web*.
- Using screens, which can be configured just like views, it is now possible to have a view equivalent in the Web client.
Shared views are automatically converted to screens when migrating the old-format database.
Views created after the migration can be converted to screens via a wizard.
▶ *Tailoring* guide, section *Customizing shared views*.
- Filters: Filters remain displayed above lists after they have been applied.
Records from wizard or tab lists can be filtered and sorted.
▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Record lists / List display parameters*.
- Lists from hierarchic tables can be displayed in tree view for main lists and tab lists (but not wizard lists).
▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Record lists / List display parameters*.
- Statistics can be displayed.
▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Record lists / Viewing statistics*.

- The appearance of the Web clients can now be customized.
 - ▶ *Tailoring* guide, section *Customizing Web clients*
- Users can now reference a page in the Microsoft Internet Explorer favorites.
 - ▶ *User Interface* guide, chapter *First steps with Asset Manager*, section *Asset Manager workspace / Favorites*.

Financial management: Improvements

- Budgets are now easier to create.
 - ▶ *Financials* guide, chapter *Expenses* section *Budgets*.
- Chargeback features have been improved.

IT expenses are now more easily charged back to the appropriate department making the IT cost center equal zero.

To assist you, Asset Manager provides you with predefined chargeback rules and systems.

They are included in the *Financials - Line-of-business data (TCO-budgets-chargeback)* line-of-business data that you can import into your production database.

 - ▶ *Financials* guide, chapter *Chargeback*.
- The calculation method used to calculate an asset's or a business service's total cost of ownership (TCO) has been modified: Calculation formulae have been improved and the result of the calculation, which was previously stored in a calculated field, is now stored in a monetary field (doing so accelerates the display of the TCO in lists).
 - ▶ *Financials* guide, chapter *Total Cost of Ownership (TCO)*, section *Calculate the Total Cost of Ownership (TCO) in Asset Manager / TCO of an asset / How is TCO for an asset calculated?*.
 - ▶ *Financials* guide, chapter *Total Cost of Ownership (TCO)*, section *Calculate the Total Cost of Ownership (TCO) in Asset Manager / TCO of a business service / How is a business service's TCO calculated?*.
- *Cost categories* have been renamed to *cost types* to comply with ITIL terminology.
- Budget modification possibilities are now dependent on the value of the **Status** (seStatus) field.

Once the budget has been validated, budget modifications can be frozen and, if the budget is modified, a new validation request can be triggered.

Native support for Microsoft SQL Server 2005: New

Microsoft SQL Server 2005 is now fully supported. You no longer need to activate Microsoft SQL Server 2000 compatibility on the server.

No additional specific configuration is needed to use it.

▶ *Administration* guide, chapter *Creating, modifying and deleting an Asset Manager database*, section *Creating an empty shell with the DBMS/ Creating a database at the DBMS level/ Microsoft SQL Server*.

Support for Windows Vista: Improvements

Support for Windows Vista has been improved.

No additional specific configuration is needed to use it.

▶ *Installation and upgrade* guide, chapter *Installing and uninstalling in Windows (except Asset Manager Web)*.

Integration with HP Client Automation: Modifications

In Asset Manager version 5.0x, the HP Client Automation integration was only available for the English version of Asset Manager and required that a specific configuration be implemented. This was especially true for the database structure.

Integration with HP Client Automation is now standard for all Asset Manager language versions.

▶ *Integration with software distribution and configuration management tools* guide, section *Integration with HP Client Automation*.

Integration with HP Discovery and Dependency Mapping - Inventory: Improvements

It is now possible to import the software library read by HP Discovery and Dependency Mapping - Inventory.

This is possible using the *edac-swnorm.scn* scenario.

This scenario is installed with HP Connect-It.

▶ *Software assets* guide, section *Using the Software assets module*, chapter *Software installations and utilizations management*, section *Creating installations / utilizations automatically*.

Procurement Management: Modifications

- When processing a request, users can check if a portfolio item exists before making a purchase, and reserve the portfolio item.
 - ▶ *Procurement guide, section **Special cases**, chapter **Reserving items to be acquired**.*
- Only guest access (detail of the user) is required to create or approve requests
- The *Purchase request validation (REQAPPR)* workflow scheme has been modified:

Functional approval is required if, in the detail of the cost center associated with the request, the **Functional approval is required** (bFuncApproval) option is selected.

Financial approval is required if the request's pre-tax total amount exceeds the threshold amount defined in the associated cost center.

A budget approval step was added for cases when the financial approver requests that the budget be approved during the financial approval phase.

▶ *Procurement guide, section **General overview**, chapter **Requests**, section **Procedures/ Automating request validation**.*

Request self-service: New

A request self-service system is now available.

This system is more user-friendly and provides you with the HP Service Manager interface that you can use to carry out your requests:

- 1 You describe your catalog of services (standard requests) and products which can be transferred in HP Service Manager, and specify when an off-catalog product can be requested for a given asset category (models).
- 2 Models, standard requests and products are exported from Asset Manager to the HP Service Manager catalog.
- 3 Users create requests via the HP Service Manager self-service catalog and make their selection based on the standard requests, products and off-catalog product categories in Asset Manager.
- 4 The request is then sent from HP Service Manager to Asset Manager.
- 5 After this step, the procurement cycle is carried out in Asset Manager.
- 6 Then, the status of the request is updated in HP Service Manager via a HP Connect-It scenario.

Users can view the status of their requests.

▶ *Procurement guide, section **General overview**, chapter **Request self-service**.*

Managing software assets: Improvements

The software asset management module has been improved globally to make it easier to use.

Terminology and processes have been aligned with ITIL and ISO terminology and processes.

- Filters have been added to wizards
- Software upgrades and license rights transfers are now managed by counters.
 - ▶ *Software assets guide, chapter Monitoring license compliance of installations, section Optimize compliance with software updates and license transfers.*
- Software installations can be created without creating a portfolio item (optional).

Advantage: Less space is used in the database.

- ▶ *Software assets guide, chapter Software installations and utilizations management, section Linking / unlinking an installation to / from a portfolio item.*
- New license types can be managed including demonstration licenses
- Named entitlements can now assign rights to groups and departments.
Installations are now authorized instead of licenses.

The *Assign user / installation rights...* (sysSamEntitlement) wizard has been modified to take this change into account.

Forms: Support no longer provided

Forms are no longer supported.

The **Tools/ Reporting/ Forms...** menu was removed from the Windows client.

However, if you converted an Asset Manager old-format database to the 5.10 format, then the forms will still be present in your database.

You can continue creating the forms in the Windows client via the **Administration/ List of screens...** menu. Once you've clicked this menu item, select the **Internal forms** (amForm) table.

Replace the forms with reports from Crystal Reports:

- *Creating and editing reports:* Use the designer sold by Business Objects or the OEM version named Crystal Reports for Asset Manager, delivered with Asset Manager.
- *Saving reports:* Use the Asset Manager database or the server database sold by Business Objects or the OEM version named Crystal Reports Server for Asset Manager, delivered with Asset Manager.
- *Displaying in the Windows client:* Install the Crystal Reports viewer distributed by Business Objects or delivered with Asset Manager.

- *Displaying in the web client:* Use the server sold by Business Objects or the OEM version called Crystal Reports Server for Asset Manager, delivered with Asset Manager.
- ▶ *Advanced usage* guide, chapter *Crystal Reports*.

API: Additions

The following APIs have been added:

- AmCalculateStatistic
 - AmCalculateStatisticFromSQLName
 - AmCalculateAndStoreStatistic
 - AmDbGetLimitedList
- ▶ *Programmer's reference*.

Business home pages: New

When you click a node in the Asset Manager Web client, the business home page of the selected domain is displayed (for example, *Finance*).

The page has several sections relevant to the functional domain of the selected node and the connection role of the connected user:

- Statistics
 - Useful links (open a screen, start a wizard, open a Web site, etc.)
 - Actions
 - Reports
- ▶ *Tailoring* guide, section *Customizing Web clients* , chapter *Business home pages* .

Navigation bar: Modifications

The structure of the navigation bar has been modified: Some entries have been moved, others have been renamed.

Statistics: Improvements

You can now define statistics in one of two ways:

- By using a standard query
- By writing a complex script to display statistics

You can use scripts to define more complex statistics.

For example, if you want to group records by period, compare records in different tables or group using data from a full name type field, you will need to write a script.

▶ *Advanced use guide*, chapter *Statistics*, section *Using a script instead of a query*.

Managing mobile devices: New

Mobile devices include communication devices and accessories such as mobile phones, PDAs, etc.

Like computers, mobile devices are stored as portfolio items. They are listed in the computers table but have specific fields.

▶ *Portfolio guide*, chapter *IT portfolio*, section *Mobile devices*.

Managing virtual machines: New

Like computers, virtual machines are stored as portfolio items. They are listed in the computers table but have specific fields.

▶ *Portfolio guide*, chapter *IT portfolio*, section *Virtual machines*.

Service level management: New

Asset Manager lets you:

- Describe service level agreements.
- Describe a service level objectives contract for each time division (for example, for 2008), for each service level agreement.
- Describe performance objectives for each period covered by the time division (for example, each quarter of 2008), for each service level objectives contract.

These objectives are used to evaluate the availability of the service.

- Define downtime penalty calculation rules for each service level objectives contract.
- Calculate availability levels and any penalties.
- Chargeback penalties.

▶ *Contracts guide*, section *Utilization*, chapter *Manage service levels*.

Reports: Modifications

An OEM version that includes two Crystal Reports applications is now bundled with Asset Manager:

- Crystal Reports for Asset Manager

- Crystal Reports Server for Asset Manager

However, you may continue using a commercial version of these two Crystal Reports products as long as its version number is listed in the Asset Manager compatibility matrix.

The Crystal Reports implementation procedure depends on whether you are using a commercial or OEM version.

- ▶ *Advanced Use* guide, chapter *Crystal reports*.

Sybase SQL Server: Support no longer provided

Sybase SQL Server is no longer supported.

Contract terms and conditions: New

Asset Manager now lets you describe detailed terms and conditions of a contract.

- ▶ *Contracts* guide, section *Utilization*, chapter *Step 1 - Creating the contract*, section *Contract terms and conditions*.

Delegations: New

Workflow tasks can now be delegated to designated users.

Delegations let users transmit task assignments from one user (Employee delegating) to another user (Employee delegated to) and do so for a determined or undetermined period of time.

- ▶ *Advanced use* guide, chapter *Workflow*, section *Tasks / Delegating a task*.

Documentation: Modifications

All of the guides have been modified.

- ▶ The list of all guides that are provided and where to find them are listed in this manual, in section [Related documentation](#) [page 95].

Storage of Unicode data: New

In all Asset Manager installations, regardless of language, Unicode strings can be stored in the Asset Manager database by activating this option with Asset Manager Application Designer

If this option is activated you can use all of the following together within a field:

- Characters from most languages, including Asian languages.

For a complete list of supported code pages, see the compatibility matrix: ► [Product compatibility](#) [page 43].

- Left-to-right character order
- Right-to-left character order (for example, Arab or Hebrew)
- Combination of left-to-right and right-to-left character orders (bidirectional)

This can only be used if the following components are installed under Windows: Asset Manager API, Asset Manager Web Service Asset Manager Automated Process Manager, Asset Manager Export Tool, Asset Manager Import Tool.

In any event, the database may be hosted on a Unix server.

► *Administration* guide, chapter *Creation, modification and deletion of a Asset Manager database*, section *Languages that can be used in text fields*.

Environments, platforms and software: End of support

The following third party environments, platforms and software which were part of a Asset Manager integration are no longer supported:

- Windows 2000
- RedHat Enterprise Linux 3
- Solaris 8
- AIX 5.2
- Oracle 9.2
- Microsoft SQL 7
- DB2 8.x
- WebSphere 6.0
- Apache 1.3
- Get-Resources
- Crystal Reports 10, 11.0
- Sybase Adaptive Server

Changes introduced in version 5.11

User can define custom colors for charted statistics: New

Users can now specify a set of custom colors to be used by a scripted query which returns charted statistics results for a set of subgroups or series. (It only makes sense to define colors in queries which involve multiple subgroups.)

To define a color for a series, use the *color=* parameter with the subgroup definition statement. For example

```
<subgroup Name="Germany" filtertable="amEmplDept" filter="Location.FullName
e like '/Germany/%' and MrMrs='Mr' " value="9" color="#cc0066"/>
```

Note:

To ensure compatibility with Asset Manager Windows and Web clients, colors need to be specified with the hex equivalent of their RGB values, for example *#6f006f* for purple.

Standard graphic colors are represented with the following values (however you can specify any other color with the hex equivalent of its RGB value) :



Color specifications for standard graphics

	Blue R:28 G:107 B:227 (Hex:1C6BE3)		Aqua R:51 G:166 B:182 (Hex:33A6B6)		Gray R:156 G:156 B:156 (Hex:9C9C9C)
	R:186 G:210 B:246 (Hex:BAD2F6)		R:168 G:215 B:223 (Hex:A8D7DF)		R:215 G:215 B:215 (Hex:D7D7D7)
	Dark Blue R:15 G:71 B:128 (Hex:0F4780)		Magenta R:204 G:0 B:102 (Hex:CC0066)		Dark Green R:51 G:102 B:51 (Hex:336633)
	R:183 G:197 B:212 (Hex:B7C5D4)		R:255 G:173 B:198 (Hex:FFADC6)		R:193 G:209 B:193 (Hex:C1D1C1)
	Purple R:138 G:40 B:145 (Hex:8A2891)		Brown R:146 G:93 B:73 (Hex:925D49)		
	R:202 G:163 B:205 (Hex:CAA3CD)		R:212 G:183 B:174 (Hex:D4B7AE)		

Error handling

The following rules are used to resolve anomalies in color definitions:

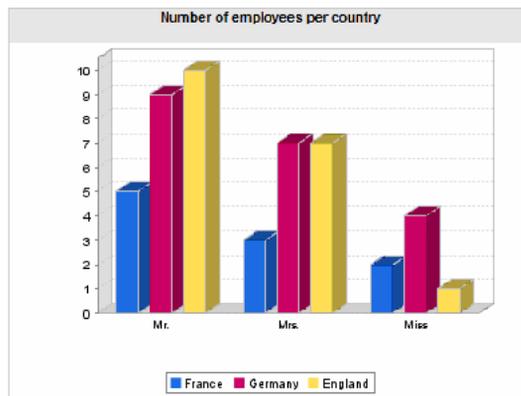
- If the *color=* parameter is undefined for one or more subgroups in a query, default colors will be applied to those subgroups.
- If the *color=* parameter uses an unrecognized value, a default color will be applied.
- Colors can only be defined once per subgroup. (Any attempt to redefine them will be ignored.)

Practical Case

The following query defined below defines the custom colors blue, purple and yellow for three subgroups of the *Mr* group.

```
<group Name="Mr." >
<subgroup Name="France" filtertable="amEmplDept" filter="Location.FullName
like '/France/%' and MrMrs='Mr'" value="5" color="#1c6be3" />
<subgroup Name="Germany" filtertable="amEmplDept" filter="Location.FullName
e like '/Germany/%' and MrMrs='Mr'" value="9" color="#cc0066"/>
<subgroup Name="England" filtertable="amEmplDept" filter="Location.FullName
e like '/England/%' and MrMrs='Mr'" value="10" color="#ffde53"/>
</group>
```

The query results in the following chart:



To learn more about defining scripts to display statistics: ► [Advanced use guide](#), chapter *Statistics*, section *Examples of statistics / Scripted statistics*.

Integration with HP Project and Portfolio Management: New

Introduction

The Asset Manager and HP Project and Portfolio Management software solutions enable customers to both measure and communicate the value the IT organization is providing to the businesses it supports.

Integrating Asset Manager and HP Project and Portfolio Management provides a unified portal for all operational and strategic IT investments, to help managers select optimal investments and wring cost savings out of their operational IT spend. Labor and non-labor costs associated with a project are centralized in Asset Manager.

HP Project and Portfolio Management provides the best-practice templates and processes needed to get started on the road to optimized project and portfolio management. HP Project and Portfolio Management integrates and unifies all of the discrete elements that make up the IT workload - from IT demand management to financial management, time management and resource management, to project management and program management - to enable real-time visibility into all IT activities. In addition, HP Project and Portfolio Management is built on top of a powerful workflow process engine that can automate project management processes. These capabilities enable HP Project and Portfolio Management to provide the Project Management Office with the visibility, controls and flexibility needed to align IT services with business objectives.

Asset Manager's powerful ITIL-aligned financial management capabilities and robust computation engine help organizations manage the full life cycle of assets, from procurement to retirement and capture costs, report them against any kind of asset, chargeback for service usage, and make this information available to C-level executives for business decision-making.

Prerequisites

Installations of the following products are required before the integration:

- Asset Manager 5.1
- HP Project and Portfolio Management 7.5
- HP Connect-It 3.9

Integration procedure

This section explains how to implement the first level integration between Asset Manager and HP Project and Portfolio Management. (Further enhancements are then possible, depending on your project management requirements.)

The dedicated HP Connect-It connector called *Project and Portfolio Management Center* allows Asset Manager to access two of the HP Project and Portfolio Management Web Services, (via two instances of the connector):

- Project Service (to retrieve information about the projects)
- Finance Service (to retrieve actual costs for the projects)

To configure the link to the HP Project and Portfolio Management application server:

- 1 Select the **Administration/ Edit the URL address of the application servers...** navigation bar link
- 2 On the **Add and/or modify properties of the application servers** screen, select the *PPM* application server (or add an entry if it is not already present in the list)
- 3 Click in the corresponding field in the **Server's URL address** column

- 4 Enter the URL to the HP Project and Portfolio Management server, for instance *http://localhost:8082*
- 5 Click **Next**, then **Finish**

To install the new scenario and connector:

- 1 From the HP Connect-It Support server, obtain the new HP Project and Portfolio Management integration scenario called `ppmam.scn` and the new connector. These are supplied in a zip archive.
 - 1 Connect to http://h20229.www2.hp.com/uploads/ovrd/ovr_1_ovconnit_0001.html
An HP Passport is required with the appropriate rights.
 - 2 Fill out the HP Connect-It scenario download form.
 - 3 Click **Next**.
 - 4 In the **Connect-It 3.90** section, select the HP Project and Portfolio Management-Asset Manager integration ZIP file.
- 2 Extract the contents of the zip file to the HP Connect-It installation folder, for instance `C:\Program Files\HP\Connect-IT 3.90 en\`
- 3 Run HP Connect-It
- 4 Open the `ppmam.scn` scenario from the location where you installed it, in the previous step.
- 5 Configure each of the two connector instances (**PPM 7.5 Project Service** and **PPM 7.5 Finance Service**), by right-clicking them then following the wizard. The parameters whose labels highlighted in red are compulsory.
On the **Define connection parameters** screen, populate and/or adapt the server and port details as necessary.

Use HP Connect-It to transfer data from HP Project and Portfolio Management to Asset Manager

Data is transferred only if the scenario is executed (either manually or on a regular, programmed basis.)

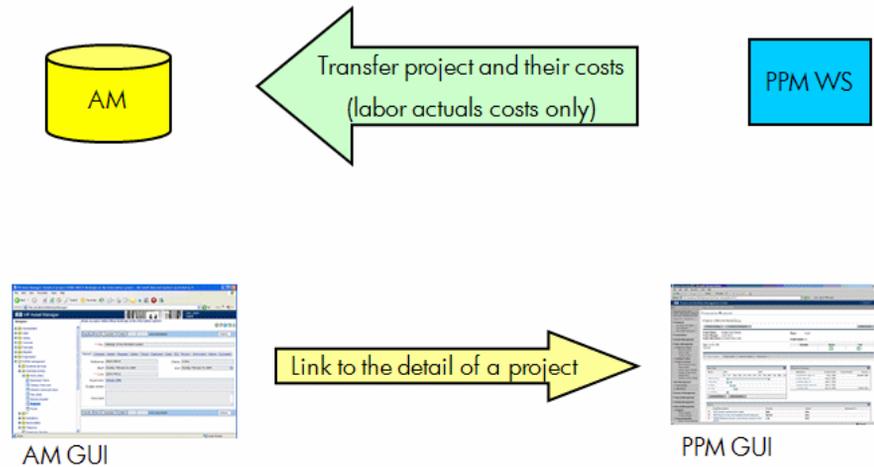
HP Connect-It imports projects from HP Project and Portfolio Management to Asset Manager, including details of their expense lines, cost types, actual labor costs from the budget associated with the project, project status, purpose, and multi-currencies. The new project details are then available in both the Windows and Web client versions of Asset Manager.

What the integration provides

Overview

The following schematic summarizes the benefits provided by the integration.

Integration levels



Listing Projects

All projects from the HP Project and Portfolio Management database are added to the Asset Manager database, with a **Reference** (Ref) prefixed with PPM. Thus to display all and only those projects originating in HP Project and Portfolio Management, you can filter on the **Reference** (Ref) field using the contextual menu option **Filter on this field**, then selecting the **LIKE** operator and the value *PPM%*.

When you list projects in Asset Manager (using the *Portfolio Management / Extended portfolio / Projects* link from the navigation bar), the project TCO is available via a calculated field:

The **Project TCO** (CoreProjectTCO) field shows Total Cost of Ownership, on the **Costs** and **ROI** tabs. This figure is the total for expense lines attached to the project and whose status is *Incurred* or *Incurred and Locked*.

 **Note:**

The result calculated in this field includes a conversion, if necessary, from the defined source currency, to the Reference currency 1. Any changes to the result will be reflected following a forced manual refresh.

When you create a budget in HP Project and Portfolio Management it is associated with a **Region**, for example *France* or *US*. A currency is associated with each Region, and hence with costs for projects to which the budget is associated.

The HP Connect-It integration scenario includes a mapping table that tells Asset Manager which currencies are used for the following Regions: France, Germany, Japan, UK, US. Costs imported from HP Project and Portfolio Management for projects linked to these Regions can thus be properly represented or converted.

 **Tip:**

If you wish to redefine an existing currency mapping, or to create a mapping to be used in importing costs for a newly defined Region from HP Project and Portfolio Management to Asset Manager use the following procedure:

- 1 Run HP Connect-It
- 2 Open the ppmam.scn scenario
- 3 Open the Maptable editor using the **Scenario/ Maptables...** menu
- 4 Select the currency map table located under the HP Connect-It installation folder:
\\scenario\ppm\mpt\ppmam.mpt
- 5 To change the currency mapping for an existing Region, edit the corresponding mapping parameter, for example

UK		GBP
----	--	-----

so that the second value is the three-letter ISO currency code (Asset Manager **Name**) of the source currency for the HP Project and Portfolio Management costs. Asset Manager will then assume that all amounts imported from HP Project and Portfolio Management for a project associated to that Region are in that currency. For instance, if you edit the parameter to read

UK		EUR
----	--	-----

Asset Manager will assume that costs from projects whose budgets are linked to the UK Region are henceforth represented in Euros.

OR

To create a new mapping for a Region newly defined in HP Project and Portfolio Management add a new parameter with the Region name followed by the | symbol and the ISO currency code. For instance, to create a mapping for a new *China* Region, you might add the following entry to the mapping table:

China		CNY
-------	--	-----

If you are unsure of the correct ISO currency code to use, you can check it in Asset Manager by displaying the **Currencies** (amCurrency) table with the **Financials/ Currencies/ Currencies** navigation bar link.

Viewing detailed project costs from Asset Manager

Asset Manager federates all IT costs, including project costs. You can browse from Asset Manager all costs of each project. (In the example screen below, costs derived from PPM have Labor in their name). Hence, Asset Manager provides in the Project Total Cost of Ownership that includes IT material, contract as well as labor costs.

Having an operational view of projects from Asset Manager

You can launch HP Project and Portfolio Management from Asset Manager to focus on labor aspects by clicking on the **Display the detail in Project Portfolio Management** link on the **General** tab.

Project: Partner Management System Green

Project Settings | **Configure Participants** | Delete Project

Project Status: Detailed Project Definition
 Project Manager: Nicole Smith
 Project Plan Period: January 2008 to June 2008

Phase: Project
 Project Region: US

Status: Nov 3, 2008
Green

Schedule Green Issues Red Cost Red

Project Summary | **Project Details** | References

Work Plan

Name	January 2008	February 2008	March 2008	April 2008
Partner Man...	[Gantt bar]			
I. Requirem...	[Gantt bar]			
II. Solutio...	[Gantt bar]			
III. Probt...	[Gantt bar]			
IV. Purchas...	[Gantt bar]			

Edit Work Plan | View Baselines

Milestone Summary

Milestone	Sched Finish	Actual Finish	Owners
Requirements Sign-Off	Jan 16, 2008		
Design Approval	Jan 29, 2008		
Prototype Sign-Off	Jan 29, 2008		
Purchases - Capitalized	Jan 7, 2008		
Purchases - Expensed	Jan 7, 2008		

Issues

Req#	Description	Priority	Status	Assigned To
30271	More filters to report	High	New	
30278	Acceptance criteria undefined	High	New	
30261	Change in support hours	Normal	New	
30249	Report layout needs change	Normal	New	
30245	Inventory balance is wrong	Normal	New	

Log Issue | Show Full List

Risks

Req#	Description	Status	Probability	Impact Level	Assigned To
30122	Training schedule	New	Unlikely (0-40%)	High	
30126	Missing Key Inputs on Requirements from remote sales offices	New	Unlikely (0-40%)	Low	
30046	Gitches in bulking move during testing	New	Unlikely (0-40%)	Low	
30085	Patch release incompatibility with desktop publishing SW	New	Unlikely (0-40%)	Low	

Show Full List

Cost import limitations

- Costs generated out of the tasks declared at the work plan level in HP Project and Portfolio Management and that are rolled up automatically to the Budget cannot be retrieved with the version of HP Project and Portfolio Management Web Services that is currently integrated with Asset Manager.

- Only actual costs are imported. For instance in the example project budget shown below, the **Plan** (planned) costs would not be imported.

This Budget is for **Asset - Corporate Help Desk**; actuals are **entered manually**. This Budget occurs in **Region - US**; Cost are entered in **United States Dollar**. This Budget has capitalized costs.

Start Period: January 2007 **Finish Period:** December 2008 [Change Periods](#)

Asset Budget Summary

Planned Budget		Actual Budget	
Total Planned Capital	\$240,000	Total Actual Capital	\$52,000
Total Planned Operating	\$1,152,000	Total Actual Operating	\$86,000
Total Planned Budget:	\$1,392,000	Total Actual Budget:	\$138,000

Asset Budget Breakdown

Budget Status: Approved [Rework Plan](#) **Show:** [Plan Only](#) | [Plan and Actuals](#) **View Lines In:** [Months](#) | [Quarters](#)

Breakdown from January 2007 to December 2008 (Numbers in Table in 000s)												
	Q1 2007						Q2 2007					
	Jan 07		Feb 07		Mar 07		Apr 07		May 07		Jun	
Capital	Plan	Act	Plan	Act	Plan	Act	Plan	Act	Plan	Act	Plan	
Training Non-Labor	10	20	10	20	10	5	10	4	10	3	10	
Capital Total	\$10	\$20	\$10	\$20	\$10	\$5	\$10	\$4	\$10	\$3	\$10	
Operating												
Employee Labor	48	24	48	36	48	12	48	14	48	36	48	
Operating Total	\$48	\$24	\$48	\$36	\$48	\$12	\$48	\$14	\$48	\$0	\$48	
Month Total	\$58	\$44	\$58	\$56	\$58	\$17	\$58	\$18	\$58	\$3	\$58	
Quarter Total	Plan: \$174 Actual: \$117						Plan: \$174 Act					

Software license rights compliance - integration with HP Client Automation: Improvements

- The *License rights compliance* module did not function correctly and has been fixed.
[License rights compliance module \[page 114\]](#)
- New HP Connect-It scenarios have been provided.
[Configure HP Connect-It scenarios \[page 113\]](#)
- Labels have been changed.
[Label changes \[page 118\]](#)

Management of virtual environments: Improvements

The management of virtual environments has been extended and improved:

- *Virtualization - Line-of-business data* are now provided.
They include:

- Client-resource relationship types that are necessary for virtual environment management servers to be imported from HP Discovery and Dependency Mapping - Inventory through HP Connect-It:
 - Manages VM host (ManagesVmHost)
 - Manages virtual machines (ManagesVm)
- Natures:
 - Virtual machine (CPUVM)
 - Business service (BIZSVC)
- Models:
 - Virtual machine (VMCPU)
 - VMware ESX Server (SIESX)
 - VMware VirtualCenter (SIVC)
 - VMware ESX Server (ESXSERVER)
 - VirtualCenter Server (VCSERVER)
 - Virtual machine management software (SIVM)
- *Dashboard* type actions:
 - ◆ Dashboard: Virtualization (BstVirtualizDashBoard)
- Statistics:
 - Breakdown of physical computers versus virtual machines (StdStatVirtPhys_virt)
 - Breakdown of virtual machines by Oper. System (StdStatVirtOS_virt)
 - Breakdown of virtual machines by State (StdStatVirtStatus_virt)
 - Breakdown of virtual machines per CPU speed (StdStatVirtCPUSpeed_virt)
 - Breakdown of virtual machines by Assignment (BstStatVMsByAssignment_virt)
- The model tree has been restructured.
 You will find models related to virtual environments attached to the *IT and Telecom / IT accessories and equipment / Computers* and *IT and Telecom / IT accessories and equipment / Computers / Computer servers* tree nodes.
- The HP Connect-It scenarios used to import virtual environment components from HP Discovery and Dependency Mapping - Inventory have been improved in the following ways:
 - Virtualization servers (VMWare VirtualCenter, VMWare ESX Server, Solaris Zone, etc.) are imported as computers.
 - A software installation is created to describe the virtual machine management software. It is attached to the virtualization server where it was found.



Note:

These software installations are not scanned by HP Discovery and Dependency Mapping - Inventory.

- The **Computer type** (ComputerType) field in the **Computers** (amComputer) make it possible to distinguishing the various servers (VMWare VirtualCenter, VMWare ESX Server, Solaris Zone, etc.).
- A client-resource relationship is created between:
 - A virtual machine and the virtualization server hosting it
 - A virtualization server and a virtual environment management server (such as VirtualCenter)
- The **Portfolio management/ IT/ IT equipment/ Virtual environment management servers** entry on the navigation bar displays a list of servers and details on the selected one.

Database password encryption: Improvements

Asset Manager previously used its own security algorithm to encrypt database passwords stored in the `amdb.ini` file. In version 5.1, sign-in security is enhanced with the stronger, industry-standard *AES 256* algorithm.

When you create a new connection to a database using the **File/ Manage connections** Windows client menu, or modify sign-in details of an existing connection, the password stored in the `amdb.ini` file will be encrypted using *AES 256*.

When opening an existing database connection from `amdb.ini`, Asset Manager is backward compatible with the previous encryption system and can connect using the old password.

If you wish to enhance security of an existing database connection with *AES 256* encryption, you should change the old password. In this way the old password, encrypted with the weaker method, will no longer be usable.

For details of the new method, see

http://en.wikipedia.org/wiki/Advanced_Encryption_Standard.

Full support for Oracle 10 clients: Improvements

Support for the use of Oracle 10 clients, in combination with the Oracle 10 DBMS, has been improved. The limited instances where it was previously necessary to use an Oracle 9 client with Asset Manager running on an Oracle 10 DBMS have been fixed.

Full support for Oracle 11: New

Asset Manager 5.1 provides support for Oracle 11.

Performance on Solaris and AIX: Improvements

Performance of Asset Manager executed on Solaris and AIX environments has been significantly improved.

Changes introduced in version 5.12

The following feature enhancements are available with version 5.12 (including optional add-ons):

SACM;: New

SACM is an optional enhancement, providing more powerful data integration between HP Discovery and Dependency Mapping - Inventory, Asset Manager, HP Universal CMDB and HP Service Manager.

Benefits of the SACM integration

- *Asset Tracking*: provides full-lifecycle management for physical and logical CIs.
- *Real time access to actual state of IT assets* : enables comparison to the desired state.
- *IT Governance & Compliance*: enriches physical and discovery data with business data (contracts, warranties, cost centers, pricing, etc) to assist in change management and other processes.
- *Centralization*: gathers cost information from hardware, software and services for centralized roll-up of TCO.
- *Consolidation*: eliminates redundancy, enforces standards, leverages virtualization.
- *Business Services*: relates services to contracts/warranties and enables service-based chargeback.

Having Asset Manager in the picture allows organizations to:

- Manage Assets from their initial stage in the organization through procurement.
- Have an authoritative reference source for all Asset data throughout the Service Lifecycle.
- Track and log Service downtime.

- Track and log TCO (Total Cost of Ownership) of Services:
 - Procurement costs.
 - Operational costs.
 - Loss of productivity costs.
- Maintain records for Services even after they have been decommissioned for both financial and review purposes.

Further information

A detailed guide is provided as part of the Asset Manager documentation set.
▶ [Service Asset and Configuration Management](#) [page 111]

SAM for BTO: New

What does SAM for BTO do?

SAM for BTO is an extension to the *Asset Manager Software assets* module. It provides additional features and tools specifically designed to help you to manage licensing of HP BTO software products. Among its benefits:

- to demonstrate compliance and due diligence for licensing audit purposes
- to identify areas of potential licensing overspend where you may be able to make economies

SAM for BTO and the Asset Manager Software Assets module

Asset Manager provides an optional module for Software Asset Management. This provides comprehensive facilities for managing software application assets. For further details including general concepts and background to Software Asset Management, see the Asset Manager guide called *Software assets*.

SAM for BTO is an optional module for clients who wish to better manage their installations of HP BTO software products. These installations typically have a more complex architecture than, say, many 3rd-party client applications. Inventory scanning and license monitoring thus require additional tools. The SAM for BTO module is thus complementary to the Software assets module. Together they provide a suite of tools that can be configured to manage and monitor all levels of software installations and licensing within your enterprise.

Further information

A detailed guide is provided as part of the Asset Manager documentation set.
▶ [SAM for BTO](#) [page 104]

2 Updates to this guide

The cover page of these Release Notes contains the following information:

- Software version
- Document Release Date, which changes each time the guide is updated

For the latest updates or to find out if you are using the most recent version, please visit the following Web site:

<http://h20230.www2.hp.com/selfsolve/manuals>



Note:

Acrobat Reader must be installed on your system to read the PDF files (* .pdf). You can download Adobe Acrobat Reader from the following site:

<http://www.adobe.com/>

3 Installation notes

Specifications and Asset Manager installation instructions are detailed in the *Installation and upgrade* guide provided in Adobe Acrobat format (.pdf). This document is located on the Asset Manager CD-ROM in this folder:

```
ac\program files\HP\Asset Manager 5.12 <installation language code>\doc\pdf
```

After the installation, this document can also be found in the following folder: doc\pdf subfolder of the Asset Manager installation folder (Generally this is C:\Program Files\HP\Asset Manager 5.12 xx\doc\pdf)



Note:

Replace *xx* with the two letter language code of your Asset Manager installation.

Upgrading a beta version of Asset Manager 5.12

If you have already installed a BETA version of Asset Manager 5.12 you must uninstall it manually before installing this version.

Upgrading a previous version of Asset Manager

The operations to perform to upgrade Asset Manager depend on the previous version number:

Table 3.1. Upgrading a previous version of Asset Manager - Operations to perform

Number of the version to be updated	Operations to perform	Documentation to consult
Version 5.10 or later	<i>Update procedure</i>	This guide, section Updating Asset Manager version 5.10 or later [page 40]
Versions 4.2.x, 4.3.x, 4.4.x or 5.0x	In most cases, a <i>simple upgrade</i> will suffice	<i>Installation and upgrade guide</i> , chapter <i>Upgrading a previous version</i> , section <i>Upgrading Asset Manager version 4.2.x, 4.3.x, 4.4.x or 5.0x - Overview</i>
	If the <i>simple upgrade</i> fails, you will need to perform a <i>simplified migration</i>	<i>Migration guide</i>
Versions 4.1.x or earlier	<i>Full migration</i>	<i>Migration guide</i>

Updating Asset Manager version 5.10 or later

Why update?

Some slight modifications have been made to Asset Manager between the previous version (5.10 or later) and 5.12:

- Database structure:
 - Certain structural parameters (default values, screens or pages for example) have been modified or added.
 - On the other hand, no tables, fields or links have been added or deleted.
- The programs have been slightly changed.

Required competencies

The update process is relatively simple and requires:

- An understanding of Asset Manager (installation, administration).
- Preparation

- Technical competency: database administration.
- Methodology

Update procedure

- 1 Make a backup of the old-format production database.
- 2 Block the old-format production database.
Blocking the *old-format production database* consists of stopping the *old-format production database* from being used so that no modifications are made during the upgrade process (they would not be taken into account in this case).
 - 1 Disconnect all users from the old-format production database.
 - 2 Shut down the following:
 - Asset Manager Automated Process Manager
 - Asset Manager APIs
 - External programs that access the old-format production database.
 - 3 Block access to the old-format production database.
Perform the following tasks:
- 3 Update the Asset Manager programs.
 - ▶ *Installation and upgrade guide, chapter Upgrading a previous version, section Detail of certain upgrade operations/ Updating Asset Manager programs*
- 4 Import the *version 5.12 system data*.
 - 1 Launch Asset Manager.
 - 2 Connect to the *old-format production database*, which is blocked, via the **File/ Connect to database** menu.
 - 3 Select the **File/Import** menu, option **Execute a script**.
 - 4 Select the script `upgrade.lst` (usually located in the folder: `C:\Program Files\HP\Asset Manager 5.12 xx\migration\fromxxx`, where `xxx` stands for the version of the *old-format production database*).
 - 5 Click **Import**.
 - 6 Click **Close**.
 - 7 The database you obtain by doing this is called the *5.12-format production database*.
- 5 Start Asset Manager Automated Process Manager on the *5.12-format production database*.
- 6 Update database screens with `amdbal`, the command line version of Asset Manager Application Designer:

- 1 Open a command window in the <Asset Manager 5.12 installation folder>\bin
- 2 Run the command

```
amdbal -upgradescreens:<Name of the 5.12-format production database>  
;<password of the Asset Manager Admin login>;<location of the Asset  
Manager installation folder>
```

Where <*Name of the 5.12-format production database*> is the name as it appears in the **Manage connections** dialog displayed by the **File/ Connect to database** menu of the Asset Manager Windows client.

And where <*password of Admin*> is the password of the Admin user used to connect to the 5.12-format production database. For example:

```
amdbal -upgradescreens:AM51;anypassword;"C:\Program Files\HP\Asset Mana  
ger 5.11 en"
```

- 7 Relaunch the external programs that access the *5.12-format production database*.
- 8 Inform users that they can use the database.

Supported DBMSs

- Oracle,
- Microsoft SQL Server,
- DB2.

Note:

In Oracle, we highly recommend configuring your database so that it is case-sensitive. To do this, use the Oracle administration tools.

Note:

Among these supported DBMSs, only those versions currently available at the time of release are supported.

For further information on the supported DBMSs, please refer to the Asset Manager 5.12 Support matrix.

This matrix is available on the HP support site at the following address:

www.hp.com/go/hpsoftwaresupport



Note:

You will need a valid login and password to access this site.

Microsoft MSDE is supported for demonstration purposes only.

Environments, platforms and software: End of support

The following third party environments, platforms and software which were part of a Asset Manager integration are no longer supported:

- Windows 2000
- RedHat Enterprise Linux 3
- Solaris 8
- AIX 5.2
- Oracle 9.2
- Microsoft SQL 7
- DB2 8.x
- WebSphere 6.0
- Apache 1.3
- Get-Resources
- Crystal Reports 10, 11.0
- Sybase Adaptive Server

Product compatibility

Before attempting to install or upgrade Asset Manager or any related components, you should verify them against the Support matrices. These detail required hardware, software components and product combinations that are certified for use with Asset Manager 5.12. They are available on the HP support site at:

www.hp.com/go/hpsoftwaresupport

You will need a user name and password to access the site.

Creating the database / License file

When you create your database using Asset Manager Application Designer, you need to provide a license file to activate the access rights to the database. This file conforms to your Asset Manager license. For more information about license files, consult the online help provided with the software or refer to the *Administration* guide, chapter *Creating, modifying and deleting an Asset Manager database*, section *Obtaining a license file*.

 Note:

The availability of certain modules and functions for integration with other software depends on your license. Contact HP technical support.

Demonstration database

The *Admin* login provides access to the demonstration database. It does not have a password. When connecting to the demonstration database for the first time, you must provide a license file. To obtain a demonstration license file, contact HP support.

4 Enhancements and fixes

This chapter describes the main Enhancements and fixes that have been made to Asset Manager since version 5.0.

Enhancements and fixes introduced in version 5.10

The following defects were fixed as part of this release:

Defect number	Component that's involved	Description
AM36181218	Asset Manager Application Designer	A general protection fault (GPF) occurred when denormalizing one of the Portfolio.Computer link's fields from the amAsset table.
AM54152032	Asset Manager clients	Improvement of the <i>Domain user...</i> (sysCoreDomainUser) wizard that was triggered by the NT user button on the employee detail pages. This improvement has resolved performance issues.
AM29162248	Asset Manager Web client	The last page of the assets list could not be correctly accessed via Oracle 10.
AM5216510	Asset Manager Application Designer	General protection fault when tagging Web services after migrating custom monetary fields.
AM91793412	Asset Manager Web client	The selection list of portfolio items to reserve from a purchase request was empty.

Defect number	Component that's involved	Description
AM92084250	Asset Manager Web client	When creating elements of a purchase request awaiting receipt, the work order request lines were not correctly associated with the work orders that were created.
AM712183357	Asset Manager clients	The label and description of the dRetire field in the amAsset table were incorrect in English and Italian.
AM626212013	Asset Manager clients	Improved user-friendliness of the <i>Manage software</i> (sysSamLauncher) wizard.
AM22019103	Asset Manager clients	Added a filter to the stock selection page in the <i>Add an item from stock...</i> (sysCoreAddFromStToPi) and <i>Use item from stock" - SQL name</i> (sysCoreAddFromStToWo) wizards.
AM2293951	Asset Manager clients	When a rent's distribution method was <i>Prorate and distribute payments to a selection of assets</i> , the currency associated with the mPayment and mValue fields was not correctly initialized.
AM21420354	Asset Manager Windows client	In the detail of the records, the fields over two columns were not aligned correctly.
AM1018201131	Asset Manager clients	The <i>Code</i> field was missing from the amPhysicalDrive table.
AM103144121	Asset Manager clients	The label for the <i>amPhoneFeatTemplate</i> table exceeded the maximum authorized length.
AM1516313	Asset Manager clients	When a <i>LastModifier</i> link was added to the <i>amComment</i> table, the data was corrupted when updating comments that were part of a multiple selection.
AM24134721	Asset Manager clients	The label of a workflow activity's <i>Assignee</i> link was incorrect. The link referenced the amWfOrgRole table instead of the amEmplDept table. It has been renamed to Person or group .
AM73121810	Asset Manager clients	The Nature link is now displayed in the list of models.
AM811155326	Asset Manager Web client	Could not connect to the Web service's version tagged as <i>Head</i> if a page was deleted from a screen.
AM814174726	Asset Manager Web client	When an employee was selected in the <i>Divide a batch...</i> (sysSplitAssignment) wizard, the Location link needed to be populated with the location of the previously selected employee.
AM95161811	Asset Manager clients	The list of workflow instances that are displayed on the Workflow tab is now sorted by default using their creation date. The list of elementary tasks that are associated with a workflow instance are now sorted by default using their creation date.
AM912115012	Asset Manager Web client	An empty <i>Workflow</i> node was displayed in the navigation bar when a guest type user connected.

Defect number	Component that's involved	Description
AM112220955	Asset Manager Web client	The list of portfolio items to upgrade in the <i>Upgrade IT equipment...</i> (eUpgrade) wizard continued to remain empty.
AM4419151	Asset Manager clients	If the definitive model associated with an inventoried model was modified, the change was not propagated to the portfolio items that had already been associated with the previous definitive model.
AM118144433	Asset Manager clients	The MrMrs and Title fields appeared with the same label in the <i>Create a software contract...</i> (sysSamCreateSoftContract) wizard.
AM726163359	Asset Manager Windows client	The <i>Create a software contract...</i> (sysSamCreateSoftContract) wizard's Contract documentation and notes page has been made more explicit. It is now clearly indicated which list lets users add documents and which list lets them delete them.
AM44175327	Asset Manager clients	The list of inventoried models in the <i>Normalize inventoried models...</i> (sysSamNormalizeModels) wizard now provides a filter that lets users select only newly inventoried software installation models.
AM651348	Asset Manager Windows client	An error message was displayed when the Go to shortcut menu was used for the list of assets sorted by model.
AM726193249	Asset Manager clients	When a purchase request was created and the user selected the option to add it to an existing request having the same model, a superfluous empty purchase order was generated.
AM62222912	Asset Manager clients	Improved user-friendliness of the <i>Create a request from a standard request...</i> (sysProcRequestAddTemplatenc) wizard.
AM91791831	Asset Manager clients	The same portfolio item could be reserved several times in a purchase request.
AM126155446	Asset Manager clients	An error occurred when adding a portfolio item in stock from an employee's detail if the dAssignment field was not populated.
AM72817249	Asset Manager clients	In some instances, attaching a demonstration database running on MSSQL 2005 failed during the Asset Manager installation procedure.
AM11149269	Asset Manager Application Designer	Error related to records in the amFuncDomain table when migrating an Asset Manager 4.4.2 database.
AM811145213	Asset Manager clients	The Finish button of the <i>Read messages</i> (sysCoreReadMsg) wizard displayed the next message instead of exiting the wizard.
AM831141450	Asset Manager clients	The total cost of ownership (TCO) of a business service did not correctly take into account the value of the seFinImpactCalc field in the amCRType table.

Defect number	Component that's involved	Description
AM921151458	Asset Manager clients	Performance issue linked to the total cost of ownership calculation (TCO) when displaying a model associated with numerous portfolio items.
AM42417114	Asset Manager Windows client	The Add this column to the list shortcut menu did not work.
AM126174110	Asset Manager Web client	In the assets detail, the Acquis. tab had two Procurement sections.
AM1125195128	Asset Manager clients	In the detail of an expense line, the WorkOrder link was not enabled when the value of the sePurpose field was <i>Internal labor (Work order)</i> .
AM31215344	Asset Manager Windows client	Error displaying the detail of a data source from a connection detail (File/ Manage connections menu).
AM919195012	Asset Manager Application Designer	All system screens and filters were not always checked when the database was saved.
AM1220142019	Asset Manager Application Designer	When modifying the <i>Irrelevance</i> script associated with a link, the Mandatory column in the list of link properties was updated instead of the <i>Irrelevance</i> field.
AM28114230	Asset Manager Application Designer	Changes made to the description of tables were not saved when the database was saved.
AM1212192050	Asset Manager Application Designer	An error message appeared when executing the <i>Check the full names and the hierarchic levels</i> diagnostic tool (Action/ Diagnostics/ Repair database...).
AM73154936	Asset Manager clients	Access restriction's <i>OR</i> clauses were interpreted as <i>AND</i> clauses when access restrictions were applied.
AM228152540	Asset Manager clients	When the <i>AdbLog/ Explain Plan</i> (Edit/ Options) option was enabled for an Oracle database, error messages were generated.
AM912201128	Asset Manager Web client	In some instances, using <i>DBQueryBox</i> control types could cause performance issues.
AM31814567	Asset Manager Web client	The default value of the AssetTag and SerialNo fields was re-applied when an asset was displayed.
AM614175932	Asset Manager clients	Error executing the <i>Create a software license management counter...</i> (sysSamCreateSoftwareCounter) wizard when <i>Per named workstation</i> license types were used.
AM423154744	Asset Manager clients	Two portfolio items were created when a portfolio item associated with the <i>Software installations or utilizations</i> (<i>amSoftInstall</i>) type nature was created.
AM126155449	Asset Manager Windows client	After migrating a database, the portfolio item's Model link contained no value.
AM54113320	Asset Manager Web client	When a filter was applied to a given screen's list, the filter was automatically applied to all of the screens that displayed the list.

Defect number	Component that's involved	Description
AM51718558	Asset Manager Web client	No progress bar was displayed when time was need to display a screen or wizard.
AM62221491	Asset Manager Web client	List items that were displayed in a wizard were not counted correctly when a column was sorted.
AM71215574	Asset Manager Web client	After selecting a favorite in the navigation bar and then navigating to other screens, clicking the Refresh button caused the user to return to the favorite instead of refreshing the current page.
AM721163149	Asset Manager Web client	Icons used to display the contents of a link and to delete a link were displayed even for users who did not have sufficient read/write rights for the link.
AM8815416	Asset Manager Web client	The filter applied to a list was not saved with the favorite associated with a statistic that was created for this list.
AM823212954	Asset Manager Web client	Check boxes in the software counter details were not correctly aligned.
AM828154849	Asset Manager Web client	The size and name of files associated with a document were not correctly refreshed when the file was modified.
AM95154958	Asset Manager Web client	The identifier for images appeared on the Photo tab.
AM9516736	Asset Manager Web client	Items that were previously selected in a selection screen remained selected when the selection screen was displayed subsequent times.
AM57141622	Asset Manager Web client	After exporting a list to Excel, the hourglass remained displayed until the page was refreshed (F5 button).
AM1012163139	Asset Manager Web client	The disconnection icon could not be accessed via the keyboard's tab key.
AM31311916	Asset Manager Application Designer	Error message when migrating a database when field sizes had been modified.
AM1122144633	Asset Manager Windows client	Query-based statistics were displayed using the query's name instead of the statistic's name.
AM619114230	Asset Manager clients	Large reports were not properly migrated.
AM69135926	Asset Manager Windows client	It was not possible to control display of list buttons such as New , Duplicate and Delete . These sometimes appeared below the list instead of beside it. This can now be specified in Asset Manager Application Designer: <ol style="list-style-type: none"> 1 Display the table from which the list is drawn. 2 Display the list of screens for the table. 3 Select the screen on which the list appears. 4 (Un-)check the Buttons are horizontal on screen bottom box.

Defect number	Component that's involved	Description
AM65225313	Asset Manager clients	System itemized lists were historized using the value stored in the database (which is a number), with no option to use the corresponding label.
AM62615184	Asset Manager clients	When selecting the Documents tab of a contract, content of large document files was preloaded too early.
AM3617056	Asset Manager clients	In a wizard, chaining of a private wizard action was not possible except for the action's owner (author). Thus users could not chain (execute) a "hidden" wizard from an available wizard.
		<p>Note:</p> <p>A private action is an action for which the Not shared (bPrivate) checkbox is checked. It is hidden if you are its owner (author).</p>
AM55174126	Asset Manager clients	History lines were not properly recovered when un-archiving a record.
AM7314147	Asset Manager clients	When executing a join query, MSSQL Server did not correctly manage denormalized paths, leading to error messages.
AM6271690	Asset Manager clients	Incorrect query results were returned by MSSQL Server when performing a query using <i>CurrentUser</i> and an <i>OR</i> statement with a distant field.
AM730183237	Asset Manager clients	<i>Breakdown</i> was incorrectly translated in Korean.
AM79132640	Asset Manager clients	Incorrect query results were returned when converting <i>0.0000</i> values from denormalized fields of type varchar, due to incorrect datatype conversion.
AM423184416	Asset Manager clients	When creating several portfolio items in series, the Sys. Update button was displayed erroneously.
AM522115057	Asset Manager clients	When modifying a distant field, it was not possible to update more than 100 records selected from a list with Shift + mouse.
AM85141433	Asset Manager Web client	It was not possible to configure the size of a chart in the Web client.
AM51311469	Asset Manager clients	An error message was displayed when migrating from Asset Manager 4.4.x to Asset Manager 5.03 if a script referenced a feature field in a distant table, when the feature had not yet been created in the target database.
AM530113349	Asset Manager Application Designer	Modifications of the String field associated with a table in Asset Manager Application Designer were not taken into account when saving the database.
AM124145837	Asset Manager clients	On the Profile tab of the Employees and departments table (amEmplDept), the labels of some new profile fields were truncated.

Defect number	Component that's involved	Description
AM627155444	Asset Manager Web client	The <i>DB.owner</i> parameter in the Asset Manager Web Service configuration file <code>package.properties</code> was not properly expanded in the connection string used as a description in <code>web.xml</code> .
AM822104138	Asset Manager Application Designer	Asset Manager Application Designer caused a General Protection Fault when re-opening a database containing fields with duplicated tax formulas, as defined on the Tax Formulas (amTaxFormula) screen.
AM813163539	Asset Manager clients	The time taken by Asset Manager 5.1x to load a database was much longer than by Asset Manager 5.03.
AM87192426	Asset Manager Web client	The font size used in drop-down lists was smaller than for text in regular field labels on the Web client.
AM730194820	Asset Manager clients	The Administration/ Database options settings of <i>Account-locking delay in minutes</i> and <i>Number of password errors before locking the account</i> were not properly taken into account during invalid log-in attempts.

Enhancements and fixes introduced in version 5.11

The following defects were fixed as part of this release, in addition to those in the previous release:

Defect number	Component that's involved	Description
AM311112325	Asset Manager clients	If a Role used at connection was removed from a given employee and that role was previously defined as its default role at login, the user could still connect with that role.
AM101105157	Asset Manager Application Designer	When creating a new page, the values of the List of fields field in the Contents tab, and of the Label and Domain fields were lost after saving and re-opening the database.
AM4410467	Asset Manager clients	An error occurred when duplicating an existing Employee record and saving with it under a new name.
AM52715623	Asset Manager Application Designer	When editing the property of a field associated with a page (Contents tab), using Asset Manager Application Designer, the field was then duplicated in the list of fields associated with that page.

Defect number	Component that's involved	Description
AM529153114	Asset Manager clients	General Protection Fault occurred when executing a filter that contains an Alias in a <i>DBQUERYBOX</i> control of a wizard.
AM6217551	Asset Manager Application Designer	When changing the order of pages on the Pages tab of a screen, using Asset Manager Application Designer, the new order was lost after pressing Modify .
AM722162818	Asset Manager clients	An error occurred when executing the QBE (Query By Example) wizard at the opening of a list if the QBE makes use of an itemized list having more than 100 records.
AM72162919	Asset Manager Web client	Drilldown was not available from the statistics displayed with the Stat. drop-down list for a link or field from any list.
AM52714153	Asset Manager Web client	When displaying graphs based on Statistics in the Web client, colors appeared slightly paler than in the corresponding series key.
AM425204929	Asset Manager Web client	On the Portfolio management/ Portfolio items screen, a user without rights to modify records saw the Modify button enabled.
AM85141433	Asset Manager Web client	Chart size could not be redefined by the user as it was hard-wired in the code. These can now be defined in <i>web.xml</i> for each kind of chart (statistics, dashboards, business home pages and wizards).
AM91114351	Asset Manager Web client	In the Create a software license management counter... wizard (Portfolio management/ IT/ Licenses/ Create a software license management counter... link on the navigation bar), the Select a counter template page only displayed the first 13 records.
AM1031115938	Asset Manager Windows client	A shared view could appear several times in the navigation bar.
AM102717048	Asset Manager Application Designer	The creation of the Asset Manager database failed on Oracle if the Database/ Use Unicode text fields menu option was used.
AM8209229	Asset Manager clients	Currency amounts were improperly rounded.
AM102318243	Asset Manager Windows client	Screens that were associated with more than one screen set were displayed in the widget that controls functional rights (Administration/ Rights/ Functional rights navigation bar link) as being linked to only a single screen set.
AM526161510	Asset Manager clients	When adding a portfolio item to an employee, the portfolio item was not associated to this employee if the list was configured to be displayed in tab-form (Portfolio tab of an employee).

Defect number	Component that's involved	Description
AM10171859	Asset Manager Windows client	The Asset Manager Windows client froze when displaying features (Features tab of a record).
AM107182715	Asset Manager Application Designer	It was impossible to create two screens on a given table in different screen sets with the same SQL name. The first screen was lost when saving the modification after creating the second screen.
AM52155558	Asset Manager clients	Column widths were not saved when modifying a view.
AM9241174	Asset Manager Application Designer	Triggers were not created when creating an Asset Manager database on Oracle on a UNIX platform.
AM918195134	Asset Manager clients	The <i>Create the items in the request...</i> (sysProcRequestExecuteAll) wizard did not properly handle partial receives.
AM88184415	Asset Manager clients	A workflow with a Pre-Update activation condition on the Asset Tag (AssetTag) field in the Assets (amAsset) table was triggered when creating a new Portfolio item (it should only have been triggered when modifying an existing Portfolio item).
AM99183527	Asset Manager clients	Error message when several Portfolio items are selected and their Assignment (seAssignment) is updated to <i>In stock</i> and the Stock field is filled.

Enhancements and fixes introduced in version 5.12

The following defects were fixed as part of this release, in addition to those in the previous release:

Defect number: **AM10312535**

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
SQL error message when restoring an archived record.	The error message appeared when using a <i>RESTORE FROM AQL</i> clause or a <i>Am-RestoreRecord()</i> BASIC function in ac Script type action.records improperly triggered historization.	Historization disabled during Purge operations.

Defect number: AM103144242

Application affected: Asset Manager clients, Asset Manager Application Designer

Symptoms	Description	Resolution
Maximum record ID range could be reached without prior warning during record creation	When creating new records, Asset Manager computes the ID of the record. If the maximum ID limit is reached (2 exp (32)), the IDDefrag tool needs to be run on the database to recover unused IDs.	The management of the IDs has been improved: <ul style="list-style-type: none"> ■ A warning message is displayed when connecting as Admin if the limit is imminent (50 000 IDs available), to give time to schedule the IDDefrag tool. ■ ID checking is triggered in Asset Manager Application Designer.

Defect number: AM111916589

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
Web client issues error message after login.	Web Service calls containing an invalid XML character caused the error.	Error messages are now clearer. If an error occurs when building the XML description, the service description will be logged to help investigation.

Defect number: AM129205325

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
Some screens were lost during migration.	Some screens were lost during migration because they were not repaired correctly by the migration process.	Fixed

Defect number: AM12921317

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
Shared views were not migrated properly in some cases.	Shared views were not migrated properly when the custom view had serialization flaws with the view filter.	Migration of shared views now works for non-admin users.

Defect number: AM1218174134

Application affected: Asset Manager Application Designer Asset Manager Windows client

Symptoms	Description	Resolution
Asset Manager displayed empty error messages at the end of a migration.	The empty error messages were actually warnings and not errors. Asset Manager tried to display them as errors losing their text content.	Unnecessary messages no longer displayed

Defect number: AM12214144

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
<p>During migration the following error message was displayed:</p> <p>ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]Invalid column name 'lPorTfolioItemId'. SQLState: S0022</p>	<p>This message was caused by an error in some of the migration.xml files located in the <Asset Manager installation folder>\migration folder.</p>	<p>migration.xml was fixed</p>

Defect number: AM46185111

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
<p>The following error was generated during database migration using the Migration/Export application data of Asset Manager Script Analyzer</p> <p>(0) Error: The attribute's qlname' is mandatory for the element 'Field'."</p>	<p>The <Asset Manager installation folder>\migration\From503\migration.xml file was corrupted.</p>	<p>Fixed</p>

Defect number: AM48124235

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
<p>The following SQL error could cause the migration process to fail in some situations:</p> <p>ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server] 'WOPFI_lPortfolioIt ' is not a constraint.</p> <p>ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server] Could not drop constraint.</p>	<p>Errors occurred when migrating the database following a database structure export using migration.xml from a Asset Manager 5.03 database, like in the <i>AM46185111</i> defect.</p> <p>Migration could fail due to a "Drop Constraint" on a non existing constraint while this "Drop constraint" is triggered "just in case".</p>	<p>This error no longer stops the migration</p>

Defect number: AM112115354

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
<p>The graphics of the workflow instance contained box characters instead of Japanese characters.</p>	<p>Only the Arial font was used for the workflow graphics.</p>	<p>Fixed</p>

Defect number: AM64171136

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>Using the Tools/ Views/ Modify current view... menu failed to save filter modifications.</p>	<p>Manual modifications to a query filter on a view were not recorded.</p>	<p>Fixed</p>

Defect number: AM12810393

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
<i>Actions/ Integrate a customization...</i> does not integrate screens.	The <i>Actions/ Integrate a customization...</i> menu did not integrate added or customized screens.	Fixed

Defect number: AM1211195156

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
A GPF occurred when displaying archived records.	A GPF occurred when displaying archived records from within archive screens under certain conditions.	Fixed

Defect number: AM1119163513

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Queries on "link" type features did not work properly.	Queries on "link" type features did not work properly did not get a correct result because the SQL generated did not manage the LEFT OUTER JOIN correctly in this case.	Fixed

Defect number: AM1218114025

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>The <i>sysCoreIsValidPort</i> wizard may trigger the following error:</p> <p>No license rights available for action 'sysCoreIsValidPort'.</p>	<p>The <i>sysCoreIsValidPort</i> action was mistakenly associated to the <i>Cable</i> functional domain, for which a <i>Cable and Circuit</i> module license was required.</p>	<p><i>sysCoreIsValidPort</i> is now linked to the <i>IT</i> functional domain. <i>Cable and Circuit</i> license is no longer required for this action as well as for its sibling actions: <i>sysCoreIsValidPortM</i>, <i>sysCoreIsValidPortMessage</i>, <i>sysCoreIsValidPortModif</i>.</p>

Defect number: AM1612427

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>The Tools/ Change password... screen allowed users to reuse the current password.</p>	<p>Even when the Administration/ Database options/ Use password historization option was set, the Tools/ Change password... screen allowed a user to reuse his current password.</p>	<p>Fixed</p>

Defect number: AM1117174054

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
<p>A very simple Wizard could generate errors in the Web Client.</p>	<p>A Wizard with missing "Image" and "Image16" properties did not work on Asset Manager Web client (this is the image displayed on the left part of the wizard pages).</p>	<p>Fixed</p>

Defect number: AM16125126

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
When running <i>sysCoreViewtoScreen</i> wizard, it was impossible to select a functional domain when the database contained more than 100 am-FuncDomain records.	On the <i>sysCoreViewtoScreen</i> wizard, the FuncDomain comboedit control was limited to 100 records.	Fixed

Defect number: AM115114125

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
A GPF occurred when doing a "View" on check/repair time.	Doing a "check and repair" on shared views, could lead to an application GPF (or divide by 0 exception).	Fixed

Defect number: AM113162011

Application affected:

Symptoms	Description	Resolution
A duplicate operation on the <i>Computers</i> (amComputer) screen could create two more computers.	Depending on how the <i>Computers</i> (amComputer) screen is customized, a duplicate operation could lead to data corruption.	Fixed

Defect number: AM12631243

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Integrated NT security (SSO) did not work anymore.	The <i>sysCoreDomainUser</i> wizard was no longer able to correctly initialize Asset Manager users with NT security (SID).	Fixed

Defect number: AM114161638

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
SMTP emails sent by Asset Manager had an empty double quote email address name.	SMTP emails sent by Asset Manager had an empty double quote email address name (e.g. To:"" <JDoe@acme.com>). This caused Lotus Notes 8.0.2 to display an empty "To" mail header.	Fixed

Defect number: AM12713625

Application affected: Asset Manager ODBC Driver

Symptoms	Description	Resolution
The Asset Manager ODBC driver (ADBC) was unable to connect using SSL.	The Asset Manager ODBC driver (ADBC) could fail to connect using SSL because it could not find oldap.dll and silently switched to the Netscape LDAP dll.	More explicit error messages are generated when and LDAP dll is unsuccessfully loaded. This will help users to put oldap.dll in the path or add the dll section in the adbc.ini configuration file.

Defect number: AM23142232

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
Errors occurred when Websphere was installed in a directory containing spaces: "compiler E Compiler Initialization Error java.util.zip.ZipException: Bad file descriptor C:\Program Files\IBM\WebSphere\AppServer\profiles\AppSrv01\installedApps\DDMG02Cell01\AssetManager.ear\AssetManager.war\WEB-INF\lib\acegi-security-1.0.4.jar"	When Websphere was installed in a directory whose name contained spaces, Asset Manager Web Service did not work properly.	A patch has been applied to the WAR.

Defect number: AM122151827

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
When duplicating a contract, both Comment and Conditions memos were populated with the same data.	When duplicating a contract, content of the "Comment" was copied to fields of type Memo in the duplicated record.	Fixed

Defect number: AM18183142

Application affected: Asset Manager Automated Process Manager

Symptoms	Description	Resolution
The amActionPrintTo function did not work in Asset Manager Automated Process Manager.	An amActionPrintTo function call embedded in a Workflow run by Asset Manager Automated Process Manager resulted in an execution failure.	Fixed

Defect number: AM115164024

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
The following error occurred when trying to use Crystal Reports: "Crystal error: Buffer too small for string or missing null byte. ('Line 1 of script 'Import a report' of table 'Reports (amReport)')"	Crystal Reports could not be used in Asset Manager Windows client.	Fixed

Defect number: AM2135313

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Rounding of negative values by the DBEDIT Control on a wizard did not work correctly.	When initializing a Wizard DBEDIT control with some value (e.g.-41,1600001), it was automatically rounded to the upper value (e.g.-41,17).	Fixed

Defect number: AM29221119

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
The Procurement "Order" Wizard could generate 1 or 2 Purchase Orders.	Using the "Order" wizard could create different orders for different request lines for default catalog providers have partially overlapping names e.g. "HP" and "HP B2B".	Fixed

Defect number: AM115153115

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Error when changing Portfolio Item assignment: "(-53) Error executing action from activity 'Delete location links' in workflow 'Delete links between the portfolio items and the location'."	When changing Portfolio Item assignment and a workflow is triggered to perform write operations to the database, the workflow failed to operate for users without Admin rights.	Fixed

Defect number: AM33175059

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
In Asset Manager Procurement, when receiving an ordered Asset, reservations disappeared.	Reservations were unduly deleted when the reserved Asset was received into stock.	Fixed

Defect number: AM227141942

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
"The definition of the ... screen does not exist in this database" Creating a shared view generated an error	Creating a shared view "from the current window" did not work when the opened window was a shared view itself.	"Create a shared view from the current window" function is now removed from Asset Manager Windows client. To make a public view, use "Create a view from the current window" and uncheck the "Private" checkbox when entering the new view details in amViewDef screen. To expose a view as an Asset Manager Web screen, use Asset Manager Application Designer new menu "Action/Generate Screens Using Views".

Defect number: AM31114341

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Archival generated wrong queries in certain situations. e.g. with an Oracle Server: "Oracle error: ORA-00928: missing SELECT keyword ('L ine 14 of script ''aaa' of table 'amContract (Contrac ts)'')"	Archival could generate wrong queries on table with many links e.g. <i>Contracts</i> (amContract).	Fixed

Defect number: AM31616275

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
Performance issue while performing enablement of unicode fields	When performing a unicode enablement with Asset Manager Application Designer on fields from a large database, all the indexes on the tables that were renamed to old were destroyed. This caused a huge performance issue.	Indexes are now regenerated on the renamed table before reading records from them.

Defect number: AM310184734

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
An error occurred when creating a custom view: "(error (-2000) This table cannot be consulted)"	In some customized databases, Rights to the <i>Views</i> (am-ViewDef) table could not be enabled leading to error when trying to create a private view.	Fixed

Defect number: AM316192254

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
A GPF was caused by a Wizard containing a QueryEditor control	Running a Wizard containing a QueryEditor control caused an application GPF.	Fixed

Defect number: AM312101912

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
Performances issues occurred when opening the <i>Portfolio</i> (amPortfolio) screen when many shared views with filters are in the database.	When opening the Portfolio screen in the Web client, all the available contextual filters were loaded.	Filters dedicated to screens created from views (Shared Views) are no longer added to the list of contextual filters.

Defect number: AM9917245

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Stock rules calculation was not accurate.	On the <i>Stock rules</i> (amStock-Rule) screen the "Quantity of requests in progress" query calculator under Stock Stock.Name and All stocks counts all qualifying Request lines. The involved queries did not take into account the fact that the request could be satisfied or that quantities may have been received.	Fixed

Defect number: AM310165021

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
<p>Calculated fields on customized screens could lead to the following Java error:</p> <pre>"com.hp.ov.ac.wsclient.WebServiceException: java.lang.ClassCastException type 'ACDouble' unknown. Defect Description: On Stock rules (amStockRule)"</pre>	Using a calculated field on a customized screen could lead to Java error when the type of the calculated field is integer.	Fixed

Defect number: AM31615286

Application affected: Asset Manager clients

Symptoms	Description	Resolution
Asset TCO was wrongly calculated.	TCO was wrongly calculated on assets with subcomponents.	The TCO Library (DATASYS) was fixed to correctly handle subcomponents.

Defect number: AM31612810

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>An error occurred when using SAM sysOVCMGeneric Wizard:</p> <pre>"Error while parsing string: Line 35 has several values. Error occurred while analyzing the value of wizard property 'property 'Values' of node 'Oper. System'".</pre>	The error was triggered by the "Add or Remove software to/from computers. option on the SAM sysOVCMGeneric wizard.	Fixed

Defect number: AM10242017

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
It was possible to connect to a database with an offset of more than 5 minutes with the server.	When Asset Manager database was set with time zones option, an offset of more than 5 minutes with the server did not prevent connection. It only triggered a warning message.	Fixed

Defect number: AM42163932

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
Link auto complete was triggered too soon.	The value set in the <i>Linked-it.autocompletion.delay</i> parameter in <i>web.xml</i> was not used for the first typed character. This caused immediate auto completion operations sending unnecessary queries to the database.	To respect the delay at all times, auto completion is now delayed on the first key stroke, even when there is no value in the field.

Defect number: AM3171413

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
Timezone settings provided in Asset Manager datasys were not accurate for Argentina.	Daylight Saving Time settings were not updated with the last accurate Argentina settings.	The datasys is now updated with accurate timezones and DST.

Defect number: AM47191014

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
A GPF occurred when dealing with Views whose context table name contained an underscore.	When using Asset Manager Application Designer to create a screen, a GPF could be triggered when the private view context is a custom table whose name contains an underscore e.g. "amCF_SoftLic".	Although the underscore is still not supported in table names in Asset Manager databases, the current patch will prevent GPFs.

Defect number: AM4381936

Application affected: Asset Manager Application Designer Asset Manager Windows client

Symptoms	Description	Resolution
A migrated database could contain screens with corrupted page lists, triggering errors at connection time: :"The insertion index of page 'pgBiosProcessor' exceeds possible insertion indices for screen 'AT__HW_Inventory/Views'. Intermediate pages have been deleted."	When connecting to a migrated database which contained many shared views, non-critical error messages were displayed.	The migration process was enhanced to handle the situation, and the error messages will no longer be triggered. Thus a previously migrated database may be used as is without remigrating it.

Defect number: AM43102917

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Executed work orders had status set to "Scheduled" instead of "Notified".	When requesting a Work Order, then executing the request, the newly created Work Order was given the status "Scheduled" instead of "Notified". This was caused by an error in default value for "am-WorkOrder:dtSchedFixStart" field.	The Asset Manager database now contains the correct default value script for "am-WorkOrder:dtSchedFixStart" field. An existing database may be modified manually to get the correct behavior.

Defect number: AM4317147

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
The <i>Modified on</i> (dtLastModif) field on Workflows could contain an earlier timestamp than the creation date (dtStart) field.	Many date fields had a default value script "RetVal = AmDate()". Since, dtLastModif is set using "SELECT GetDate()" SQL function, this could lead to a slight gap because SQL function returns the database server TimeStamp, while AmDate() Basic function returns a value based on the local machine clock.	The new database description will contain the modified default value scripts: "RetVal =amDbGetDate("SELECT GetDate()")".

Defect number: AM421172520

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Asset Manager 5.10 introduced losses in Shared Views features.	Version 5.10 Shared Views were no longer based on the <i>Views</i> (amViewDef) table because this table is not usable by the Asset Manager Web client to display shared views. This caused the following list of features losses: <ul style="list-style-type: none"> ■ Cannot create a view being non Admin. ■ Cannot perform access restrictions on shared views. ■ Cannot store all column sizes. 	The legacy Shared Views based on amViewDef are now reintroduced in Asset Manager 5.12. However, legacy views can still be used to create screens usable by Asset Manager Web Client. This can be done through Asset Manager Windows client (AmViewDef screen), or Asset Manager Application Designer using the Action/ Generate Screens using Views menu item.

Defect number: AM428162543

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>Saving a modification to the <i>Portfolio</i> (amPortfolio) screen could trigger an error in a database with customized workflows:</p> <pre>"Duplicate definition: 'SrcT_244_104_22_0'. ('Line 14 of script 'Workflow agent' of table 'Portfolio items (amPortfolio)''')</pre>	<p>When a workflow was triggered and this workflow involved a script action, it could lead to a corruption in the Asset Manager Basic engine compiler.</p>	<p>Fixed</p>

Defect number: AM424154549

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>When Feature fields were added to the main list in a screen, an SQL error could occur when opening the screen:</p> <pre>"ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]The correlation name 'F40' is specified multiple times in a FROM clause . SQLState: 37000"</pre>	<p>When using features of type "Link" and adding such feature as one of the columns of a screen main list, opening the screen could cause badly formatted SQL to be sent to the database server, thus generating an error.</p>	<p>Fixed</p>

Defect number: AM410191237

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>Trying to delete workflow instance displayed in tab form triggers error:</p> <pre>"Link 'WfScheme' unknown in 'WfScheme' (table 'Workflow instances (amWfInstance)') (-53) String 'WfScheme.Name\' / \'Ref' is not a valid field description in the current context"</pre>	<p>In a workflow tab, when workflow instances are displayed in tab form, deleting an instance using the delete link contextual menu option did not work.</p>	<p>Fixed</p>

Defect number: AM429163447

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>During the procurement reception process silent rollback of created records could occur, triggering the following error:</p> <pre>"(-2003) Unable to read a record. Possible causes are:\n- you don't have the necessary user rights,\n- the record has been deleted,\n- the database is incorrect (broken link).\nYou can try updating with the REFRESH command (F5)."</pre>	<p>A customized database with complex Basic scripts defined for "Irrelevant", "Default value" etc could cause the procurement reception process to fail due to silent rollbacks when these scripts failed because of ERR_NODATA silent errors.</p>	<p>Fixed</p>

Defect number: AM62618218

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
Using Asset Manager Application Designer to customize or migrate a database which is archival-enabled could generate a wrong (smart database upgrade) SDU plan.	SDU plan could contain too many conflict detections when customizing or migrating a database with archival enabled.	Fixed

Defect number: AM42317235

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
When trying to associate Portfolio items with a work order, not all the portfolio items show up in the list as expected.	This was because the sysFilter used was "OverflowTbl<>'am-SoftInstall'" instead of "seOverflowTbl<>3. This excluded items with NULL OverflowTbl.	Fixed

Defect number: AM513125910

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Canceling update could cause record deletion.	When modifying a field on the <i>Assets</i> (amAsset) screen, clicking Cancel could lead to deletion of related Portfolio and Computer overflow records.	Fixed

Defect number: AM57143210

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Certain Crystal Reports report could not be previewed.	When a report contained no SQL query (so it did not need any connection to Asset Manager database), Asset Manager failed to analyze it and refused to launch Crystal reports preview on this report. Although such a report has little business interest, it will now be processed.	Fixed

Defect number: AM31714301

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
When changing a value in the Name (Name) field of a <i>Model</i> (amModel) from one in half-width Kana to whole-width Kana, the following constraint error is generated: "Cannot insert duplicate key row in object 'amModel' with unique index 'Model_FullName'. SQLState: 23000"	Hierarchic tables management did not work well with UNICODE languages.	Fixed

Defect number: AM51595847

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
The procurement reception process could fail with error: "Index error: A record in table 'Portfolio items (amPortfolio)' with the value '' for field 'Full name (FullName)' already exists in the database."	On some customized databases, the procurement reception process could fail with a duplication error.	Fixed

Defect number: AM31214315

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Running a database Repair on the Asset Manager 5.11 database could wipe out entitlements in amRelEntitlPortf.	AmEntitlement:Assets and AmEntitlement:PortfolioItems links which point to the same amReEntitlPortf relation table are redundant.	The repair tool will now take this into account.

Defect number: AM422142958

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Denormalizations could prevent updating records with error: "[SQL Server]Only one expression can be specified in the select list when the subquery is not introduced with EXISTS. SQLState: 37000"	When denormalizing a link.link distant field which was already denormalized in the first link part target table (cascade denormalization), the SQL generated to synchronize the denormalized data was badly formatted.	Fixed

Defect number: AM46102040

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
Using Asset Manager Application Designer to make a table hierarchical ends with error: "ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]CREATE UNIQUE INDEX terminated because a duplicate key was found for index ID 11. Most significant primary key is '<NULL>'. SQLState: 23000"	Using Asset Manager Application Designer, it was not possible to successfully customize a table to make it Hierarchical.	Fixed

Defect number: AM42418384

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Procurement Request Wizard (sysProcRequestGenPOrder) did not check end validity catalog dates.	The Procurement Request Wizard (sysProcRequestGenPOrder) did not check end validity catalog dates causing silent failure to create a purchase order unless a valid catalog is selected manually through the "Choose from a catalogue or a supplier" wizard path.	Fixed

Defect number: AM428162445

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
The Asset Manager license creation wizard (sysSamCreateLicpfic) did not take into account an <i>Asset tag</i> (AssetTag) default value.	When creating a license using the wizard sysSamCreateLicpfic, the <i>Asset tag</i> (AssetTag) field was set to mandatory, without taking the default value into account. Usually, the <i>Asset tag</i> is decided by a default value.	Fixed

Defect number: AM6518115

Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
An error occurred on API amIsScreenSet when checking the database: "(-53) Sub or function 'amIsScreenSet' not defined. ('Line 10 of script 'Validity' of table 'User roles (amMasterProfile)'')"	When running a Check and Repair with the "Check Validity of records" checked, a validity script containing a call to amIsScreenSet() caused an error.	Fixed

Defect number: N/A (generic enhancement)

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
N/A	Support of jre 1.6 has been validated	N/A

Defect number: AM61212220

Application affected: Asset Manager clients

Symptoms	Description	Resolution
Timezones for northern and southern hemisphere were not treated differently.	The timezone algorithm did not deal correctly with hemisphere and seasonal daytime savings offsets.	Time offsets are now correctly applied.

Defect number: AM716151241

Application affected: Asset Manager Japanese Web client

Symptoms	Description	Resolution
Users could not login with kanji login ids.	Users could not login with kanji login ids as character set not fully supported.	Web Tier and Web Service now supported out of the box on any platform using utf.

Defect number: AM211145547

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
New FloatingPoint fields did not display in lists.	The FloatingPoint number type was not supported in fields added to lists, thus when created these fields did not display.	Fixed

Defect number: N/A

Application affected: Asset Manager clients

Symptoms	Description	Resolution
The <i>Project TCO</i> field did not work correctly.	The <i>Project TCO</i> (sysCoreProjectTCO) calculated field on the Projects (amProject) detail did not work correctly.	The currency is now displayed by the field.

Defect number: AM525185718

Application affected: Asset Manager Web client

Symptoms	Description	Resolution
Column titles in shared views did not reflect title customization when displayed in the Web client	Creating a private view based on an opened screen where the main list column labels were customized. Then creating a screen using this view. Then opening this screen (shared view) in AM Web client. Customized labels did not appear or were misplaced.	Fixed

Defect number: AM52811427

Application affected: Asset Manager clients

Symptoms	Description	Resolution
Asset Model not propagated during Asset Model Change update	When modifying the model link of an Asset, the model link of the related Portfolio Item was not always synchronized.	Fixed

Defect number: AM52892832

Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Once a "mandatory field cannot be empty" error is displayed, the new record cannot be created even after having filled the missing field properly	With some complex customized screens, "mandatory field cannot be empty" error can definitively prevent the creation even when a second creation attempt is done after having filled the missing data.	Fixed

5 Known problems, limitations, and workarounds

The system anomalies listed in this section have been grouped into the following categories:

- [General / database limitations](#) [page 81]
- [Web client](#) [page 86]
- [Web services](#) [page 86]

General / database limitations

- The integration between HP Project and Portfolio Management and Asset Manager currently has the following limitations:
 - The integration only imports labor actual costs from HP Project and Portfolio Management to Asset Manager if they have been entered manually at the Budget level associated to the imported projects. Costs entered generated out of Work Plan tasks in HP Project and Portfolio Management (based on the time spent on the tasks) are ignored by the Web Services exposing data to Asset Manager.
 - The integration currently relies on a deprecated version of the HP Project and Portfolio Management Finance Web Services.
- When a long query is cancelled (**Cancel** button in the window displayed during lengthy operations), error messages may be displayed even though the operation was running correctly.

- If the database is not configured to store data in Unicode, Asset Manager can only be used in multilingual mode if the languages use the same code page (ex: iso-latin1). In particular, it is not possible to use Asset Manager in multilingual mode with Japanese.
- After upgrading from version 4.x, the functional domains might not be correct. You have to verify them.
- If the Windows *server* service is stopped, MSDE cannot be installed.
- We recommend installing MSDE with at least one network protocol activated.
- If the *itam* login already exists in the local MSDE/MSSQL instance during the installation, the connection to the demonstration database assumes that the associated password is *password*.
- If a database named *AMDemo51xx* (where *xx* corresponds to the Asset Manager installation language) already exists in the local MSDE/MSSQL instance, the Asset Manager installation will overwrite it with a new demonstration database without any warning.
- The creation of a counter using metering information is limited if the context is not the *amSoftInstall* table. In this case, it is not possible to use the *tsUnused* field.
- After upgrading from a 4.x version and if you have acquired the software asset management module, you will need to import the *software asset management* datakit.
- To copy information from the Asset Manager online documentation (available via the **F1** key), select the text to copy, right-click, and then select **Copy** from the shortcut menu. The **Ctrl+C** keyboard shortcut does not work.



Tip:

For best results, paste the copied text in HTML format to an editor that permits this (for instance using MS-Word's **Edit/Paste Special** option). Make sure that this editor is open before you select and copy the information you need.

- When several users execute an operation at the same time which impact the same records, the DBMS may reject the operation for certain users (deadlock).

A rollback is performed for the rejected transaction and the corresponding user receives an error message similar to the following:

```
2005/04/29 11:41:21.687 6 1 [Thrd#:1588] (-2006) ODBC error: [IBM] [CLI D
river] [DB2/6000] SQL0911N The current transaction has been rolled back
because of a deadlock or timeout.
Reason code \"2\". SQLSTATE=40001\r\n SQLState: 40001.
2005/04/29 11:41:21.703 6 1 [Thrd#:1588] (-2006) SQL statement '<stateme
nt detail>'
```

The data in the database is not corrupted.

The user can retry the same operation if that user is the only user to perform the operation and if the operation has not been performed by the other users. For example, this type of conflict arises if two users try to receive the same order at the same time.

- Functional rights (Windows client only): Let's imagine that functional right D refuses access to screen E.

If a user connects with a user profile linked to functional right D, and if screen E is associated with an icon on the toolbar, the user is still able to access screen E via this icon even though the he or she is not authorized to do so.

- An error message such as *12:14:29,817 ERROR - org.apache.myfaces.renderkit.html.util.MyFacesResourceLoader - Unparsable lastModified: @lastModified@* may appear in the Asset Manager Web Tier log file.

This does not prevent the proper operation of the application.

- Leasing: In the detail of a contract rent, if you assign the value *Allocate unit level payments to all assets* or *Allocate unit level payments to a selection of assets* to the **Prorate to assets** (seProrateRule) field, the **Value** (mValue) and **Rent** (mPayments) fields cannot be modified by the user.
- Leasing: In the detail of a contract, if you assign the value *Yes* to the **Acceptance date** (bFromAcceptDate) field after generating the rent expense lines and assets have not been accepted, the expense lines are not deleted.
- Leasing: In the detail of a contract rent, if you assign the value *Prorate and distribute payments to all assets* or *Prorate and distribute payments to a selection of assets* to the **Prorate to assets** (seProrateRule) field, you cannot modify the **Rent** (mPayments) field.
- If you are hosting Asset Manager version 5.12 with version 5.0x or 4.xx on the same station which also hosts MSDE, you can use the old MSDE *ASSETCENTER* instance to host the databases of those different versions.
- If you install the Asset Manager 5.12 demo database, and if an MSDE version supplied with a Asset Manager version prior to 5.10 is also installed on your workstation, the connection parameters proposed by the Asset Manager installation program must be modified. (The installation program proposes the *ASSETMANAGER* instance).

Use the old instance of MSDE *ASSETCENTER* and the password *saacpassword* for the *sa* user.

- Schedule level rents: When the **Prorate to assets** (seProrateRule) field equals *Prorate and distribute payments to all assets* or *Prorate and distribute payments to a selection of assets*, the **Rent** (mPayments) field is only calculated correctly if the **Prorated by** (ProrateField) field equals *Market value* (mMarketVal).

- When you use the *Accept assets...* wizard (sysLeaseWAssetAccept), if you set the **Calculation method** field to the *Acceptance date*, and the acceptance date is the same as the contract start date, an intermediate rent is calculated when it should not be.
- User roles: If, in an employee's detail, on the **Profile** tab, you start by adding a role in the **Authorized user roles** (MasterProfiles) list, and you select it using the **Role used at connection** (DefMastProfile) link, and then you remove it from the **Authorized user roles** list, it still remains associated with the **Role used at connection** link. This should not be possible.
- Migration: the database conversion to the 5.12 version will not work if you convert an old-format database that contains a table whose SQL name contains an underscore (_).
If this corresponds to your situation you should contact HP technical support. You may need to contract some consultancy services.
- Wizards: If you use a *COMMANDBUTTON* control, you must populate the *Caption* property.
In previous versions, if the *Caption* property was not populated, the name of the *COMMANDBUTTON* control was used instead.
- Display order of pages (tabs): The change to the display order of pages defined using Asset Manager Application Designer is not saved.
- Asset Manager Application Designer: SQL names used for tables must not be more than 18 characters long. If longer names are used, contextual links and views for the table may no longer work correctly and other errors may occur.
- If you are using version 11 or 11.5 of Crystal Reports in conjunction with Asset Manager, you will find that tree navigation is not available in the report tree.
- Converting views during migration: Views for tables whose SQL name is longer than 18 characters are not converted.
- Shared views:
The customization of tab lists are not saved when a shared view is created (menu **Tools/ Views/ Create a shared view from the current view**) for the following tabs: **History, Documents, Workflow, Features, Adjustments**.
Simple and cascading filters are converted to a single query filter when you create a shared view.
- The Update Event Trigger for a chargeback rule on a **link.field** does not work (**Field** (EvtField) field).
Workaround example: Suppose you wish to create a chargeback rule triggered on an update of *amPortfolio:Computer.BIOSAssetTag*.

Create a workflow that uses a dedicated field, for instance **CUSTOM** in the **Portfolio items** (amPortfolio) table. This workflow is triggered on the update of the **BIOSAssetTag** field in the **Computers** (amComputer) table, and updates the **CUSTOM** field in the **Portfolio items** (amPortfolio) table. The chargeback rule will then be based on the **CUSTOM** field rather than on the **BIOSAssetTag** field.

- Crystal Reports XI encounters error with ADBC driver due to encryption change in amdb.ini.

Workaround: Verify that the library libeay32.dll exists on your system (normally in <Asset Manager installation folder>\bin). Then

Either add the following to your PATH:

```
<Asset Manager installation folder>\bin
```

Or edit adbc.ini (create it in the same directory as amdb.ini). Add the following text:

```
[D11]
Ssl=<Asset Manager installation folder>\bin\libeay32.dll
```

- Asset Manager Application Designer's **Action/ Diagnostics / Repair database...** menu encounters errors when used in *Repair* mode.

In order for this function to work correctly, am.exe must be running or in the PATH. Several workarounds are possible:

- *Either*, launch Asset Manager before running Asset Manager Application Designer's Repair function.
- *Or*, add the following to your PATH (so that am.exe can be launched by command line arguments without the full path to the executable)

```
<Asset Manager installation folder>\bin
```

- *Alternatively*, add an entry to your win.ini file (section *DdeServices*):

```
[DdeServices]
am=<Asset Manager installation folder>\bin\am.exe
```

- When archiving records an error may occur saying that a given link cannot be empty.

This happens when a link has the following properties:

- The link type is *Own*
- The reversed link is *Mandatory*

Workaround:

Archive the linked table before archiving the table that creates an error.

► For further details, see the *Administration* guide, *Archival* chapter, *Archival principles/ Processing of linked records* section.

Web client

- Some features that are available in the Windows client are not available in the Web client.

To learn about the main differences between the Windows and Web clients:
▶ *User Interface* guide, chapter *Differences between the Windows client and the Web client*.

- The *Cable and Circuit* module is not available via the Web client. If you wish to use this module you should do so through the Windows client.
- You cannot use the **amExecuteActionByName** function to launch wizards through the Web client. (Wizards are controlled client-side on the Web client, whereas scripts run server-side.)
- Although most Internet browsers allow you to open a link in a new window, you must not use this feature in conjunction with Asset Manager Web. Instead, simply click the link and the page will open in the correct spot on the Web client's workspace.
- We recommend using two different instances of Tomcat to deploy Asset Manager Web Tier and Asset Manager Web Service. Both instances can be hosted on the same server.
- Items that are printed from the Web client may not appear as neatly on the printed page as they do on the screen.
- Maintaining a history of changes made to a field populated by a system itemized list: The **Previous value** (PreviousVal) and **New value** (NewVal) fields in the **History** (amHistory) table store the value displayed in the system itemized value input field and not the value stored in the database starting with Asset Manager version 5.00.

For example: In the **Work orders** (amWorkOrder) table, the **Status** (seStatus) field is populated via a system itemized list. One of the entries of this itemized list is displayed as *Notified* and is stored as *0*.

The **Previous value** and **New value** fields store *Notified* and not *0*.

In previous versions, the value stored in the database was used.

If you convert a database prior to version 5.00 to version 5.12, the **Previous value** and **New value** fields will contain both stored and displayed values of system itemized lists.

Queries, wizards, etc., that reference the **Previous value** and **New value** fields must be modified accordingly.

Example of a query that retrieves portfolio items that are or were awaiting receipt. This assumes that the history will be kept for the **Assignment** (seAssignment) field in the **Portfolio items** (amPortfolio) table.

Query before conversion:

```
seAssignment=3 or exists (SELECT 'x' FROM amHistory WHERE ((amPortfolio:lPortfolioItemId = lHistObjId) AND (PreviousVal = '3.0000')) AND (Field = 'seAssignment'))
```

Query modified to work after converting the database:

```
(seAssignment = 3) OR ( exists ((SELECT 'x' FROM amHistory WHERE ((amPortfolio:lPortfolioItemId = lHistObjId) AND ((PreviousVal = '3.0000') OR (PreviousVal = 'Awaiting Receipt')))) AND (Field = 'seAssignment'))))
```

- **Problem:** if you use the **amDbGetListEx** function in wizards and you execute these wizards in a Web or Windows client, then *ALL* records from the table will be retrieved and displayed. This can be very time-consuming. This is a critical issue for Asset Manager Web which impacts its performance and all its users.

Workaround: Asset Manager is installed with a new function:

AmDbGetLimitedList.

We recommend that you always replace **amDbGetListEx** with **AmDbGetLimitedList** in all the wizards.

The **AmDbGetLimitedList** function returns the execution results of an AQL query as a list. Unlike the **AmDbGetListEx** function, this function is used to define the maximum number of elements selected by the AQL query and indicates what should be done if data is truncated.

► To learn more about the **AmDbGetLimitedList** function, please read the *Programmer's reference*.

- Returning a received item in the procurement cycle: You must use the Windows client to do this as it cannot be done in the Web client.
- If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier in order for this operation to be taken into account by the Web clients when they display a currency. This needs to be done because currencies are stored in a cache for each Asset Manager Web Tier instance that needs to be refreshed.

If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, and several instances of Asset Manager Web Tier or Asset Manager Web Service have been deployed, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier except the instances to which the user who is making the modification is connected.

- If:

- A value is added to, modified in or deleted from the **Itemized list values** (amItemListVal) or **Itemized lists** (amItemizedList) tables via the Windows or Web client,
- or if a column is added to the *ColName* property of a wizard's *DBLISTBOX* control via the Windows or Web client, and the column is not part of the default columns used for the source table's screens (Asset Manager Application Designer/ Detail of the source table/ Detail of the screens/ **List/Detail** tab/ **Columns of the list** and **Other columns** fields),

...you must re-initialize the connection pool using Asset Manager Web Service in order for this operation to be taken into account by the Web clients when itemized lists are displayed:

- 1 Start Asset Manager Web Service:

```
http://<Name or IP address of the Asset Manager Web Service server>:  
<Asset Manager Web Service port>/AssetManagerWebService
```

- 2 Click this link: [Reset the connection pool](#).

You must have administration rights to perform this operation.

This needs to be done because itemized lists and their values are stored in a cache that needs to be refreshed.

- From the Web client, from the detail of an asset, you cannot display the detail of the **Order** (POrdLine) and **Receipt** (ReceiptLine) links.
- Euro currency symbol on UNIX: The Euro currency symbol cannot be displayed by the Web clients if Asset Manager Web Tier or Asset Manager Web Service is installed on UNIX.

Workaround: In the detail of the Euro currency, replace the symbol with a character string such as *Eur*.

- *Shared views*. The following limitations apply:
 - A simple filter or a cascading filter is converted to a single query filter when creating a shared view. (This also applies to the Windows client.)
 - If you set a default filter on a tab list (collection) through Asset Manager Application Designer this is not applied by default in the Web client. It needs to be re-selected manually in the list of filters available for that collection.
 - Furthermore, the following properties available in the Windows client using the **Utilities/ Configure list** contextual menu are not supported in the Web client:
 - **Columns and sort** tab:
 - Sorting on multiple columns (the first one is retained)
 - **Force indexes**
 - **View NULLs**

- **Color**
- **Grouping**
- **Tab order**
- **Filter (WHERE clause) tab:**
 - ◆ The whole *Where* clause is ignored for tab lists (but kept for main lists)

Also, filters that refer to monetary fields will not work in the Web client.

You have two possibilities to display a shared view:

- Windows and Web clients: Select the shared view in the navigation bar's tree structure that you specified in the **Functional domain** field when you created the shared view.
- Windows client only: Select the shared view from the list that is displayed by the **Tools/ Views/List of shared views...** menu.

The view is displayed using all the saved parameters.

To learn about creating shared views, and their limitations: ► *Tailoring* guide, section *Customizing shared views*.

- User encounters error when logging in after forced password change.
Context: after an administrator forces a reset to a user's password by checking the **Force change** (bResetPwd) field on the user's profile, the user should be forced to change and confirm their password at the next attempt to log in to the Web client. However, in this context the user will currently encounter an error.

Workaround: The Administrator needs to uncheck the **Force change** (bResetPwd) field on the user's profile.

- The *SORT* property is not implemented in the *DBLISTBOX* control for the Web client. (However it works in the Windows client.)
- If during the conversion of an old-format database to a 5.12-format database you get an error stating that a shared view cannot be converted, use the following workaround.

Workaround: using Asset Manager Application Designer, increase the size of the **Table** (TableName) field on the **Views** (amViewDef) table in the old-format database to 25 characters before converting it.

OR, after the conversion

- 1 Start Asset Manager Application Designer.
- 2 Open the 5.12-format migrated database.
- 3 Increase the size of the **Table** (TableName) field on the **Views** (amViewDef) table to 25 characters.
- 4 Use Asset Manager Application Designer's **Action/ Diagnostics / Repair database...** menu entry.

5 Select the **Check migration of obsolete shared views to screens (amViewDef)** option.

6 Select **Repair** then click **Run**.

- The *amExec* transition is not supported consistently between Windows and Web clients when called from a software wizard. (In the Windows client the API expects the transition to exist on the current page of the wizard, but in the Web client it expects the transition to exist on the first page of the wizard. Workaround example: The following code listing defines a wizard using the *amGoToPage* function to set the context in a way that is correctly interpreted in both Web and Windows clients.

```
Modal = 0
Name = "Wizard"
Navigation = 0
Title = "INTERNATIONAL PAPER"
Version = "8112"
{ Long CBDisplay
Value = 0
}

{ Page NavMenu
Title = Retval = "Welcome " & amLoginName
{ Transition ToRequest
Condition = 0
To = "Inventory"
}
}
{ CommandButton CB1
Caption = "PC Store - Create a New Request"
{ Click =
RetVal = amGoToPage("Request")
}
Height = 330
Indent = 0
Label = ""
Width = 3600
Xoffset = 0
Yoffset = 0
}
{ CommandButton CB2
Caption = "Inventory Management"
{ Click =
RetVal = amGoToPage("Inventory")
}
Height = 330
Indent = 0
Label = ""
Width = 3600
Xoffset = 0
Yoffset = 0
}
{ CommandButton CB3
Caption = "Reporting + Other Tools"
```

```

Height = 330
Indent = 0
Label = ""
Width = 3600
Xoffset = 0
Yoffset = 0
}
{ CommandButton CB4
Caption = "PC Store - Approve Requests"
Height = 330
Indent = 0
Label = ""
Width = 3600
Xoffset = 0
Yoffset = 0
}
}

{ Page Inventory
Title = "Inventory Management"
{ CommandButton CB21
Caption = "General"
{ Click =
RetVal = amGoToPage("General")
}
Width = 3600
}
{ CommandButton CB22
Caption = "Assets"
{ Click =
RetVal = amGoToPage("Asset")
}
Width = 3600
}
{ CommandButton CB23
Caption = "Finance"
{ Click =
RetVal = amGoToPage("Finance")
}
Width = 3600
}
{ CommandButton CB24
Caption = "To Main Menu"
{ Click =
RetVal = amGoToPage("NavMenu")
}
Height = 330
Indent = 0
Label = ""
Width = 3600
Xoffset = 0
Yoffset = 0
}
}

{ Page General

```

```

Title = "General"
{ CommandButton CB212
Caption = "Employees"
{ Click =
'RetVal = amOpenScreen("amEmplDept1","", "",1,"",1)
'RetVal = amWizChain("searchamEmplDept1")
}
Width = 3600
}
{ CommandButton CB213
Caption = "Locations"
Width = 3600
}
{ CommandButton CB24
Caption = "To Main Menu"
{ Click =
RetVal = amGoToPage("NavMenu")
}
Height = 330
Indent = 0
Label = ""
Width = 3600
Xoffset = 0
Yoffset = 0
}
}

{ Page Asset
Title = "Assets"
{ CommandButton CB222
Caption = "Regional Support"
Width = 3600
}
{ CommandButton CB223
Caption = "PC Install Update"
Width = 3600
}
{ CommandButton CB224
Caption = "View My Inventory"
Width = 3600
}
}

{ Page Finance
Title = "Finance"
{ CommandButton CB232
Caption = "Cost Center"
{ Click =
RetVal = amWizChain("searchamCostCenter1")
}
Width = 3600
}
}

{ Finish Finish
}

```

- "Previous mode" software counters (In version 4.3.0 of Asset Manager, the counters were fully overhauled) are not supported by the Web client.
Workaround: Use the current counters (introduced in version 4.3.0).
-

Web services

- Error tagging Web Services after Asset Manager migration.
Context: After converting an old version of the database to version 5.12, you tag the database using Asset Manager Application Designer (**Action/ Tag Web service** menu) or you check the Web services (**Administration/ Check definitions of the Web services...** link on the navigation bar of the Windows or Web client).
Error: The conversion log displays a message similar to the following: *Event 'X' linked to button 'Y' does not exist..*
Cause: The service contains a screen that has a button which is associated with an action that does not exist in the database.
Resulting Consequences: The Web service containing the detail cannot be tagged.
Solution: Delete the button from the detail or import the missing action if possible, then, try to tag the Web services again.
- C# programs connecting to the Web services are blocked by a *StackOverflowException* Web client error.
- | |
|------------------------------------|
| <code>/AdbLog/Logapicalls=1</code> |
|------------------------------------|

Web Services freeze when is set in `aamapi51.ini` , even when **adblog** is not activated

6 Related documentation

Asset Manager reference documents

This section describes the guides that are provided with Asset Manager.

Guides in PDF format (Adobe Acrobat)

► See section [List and description of guides](#) [page 98] for the list of guides.

To display a guide in PDF format:

- 1 Make sure you have installed Adobe Reader.
Otherwise, download Adobe Reader from the following address:
<http://www.adobe.com/products/acrobat/readstep2.html>
- 2 Start a Windows Explorer.
- 3 Display the contents of one of the following folders:
 - doc\pdf subfolder of the Asset Manager installation folder (Generally this is C:\Program Files\HP\Asset Manager 5.12 xx\doc\pdf)
 - ac\program files\HP\Asset Manager 5.12 <installation language code>\doc\pdf folder on the Asset Manager installation CD-ROM
- 4 Open the corresponding PDF file (.pdf extension) with Adobe Reader.

Guides in CHM format (compiled HTML)

- ▶ See section [List and description of guides](#) [page 98] for the list of guides.

To display a guide in CHM format:

- 1 Start a Windows Explorer.
- 2 Display the contents of the `doc\chm` subfolder of the Asset Manager installation folder (Generally this is `C:\Program Files\HP\Asset Manager 5.12 xx\doc\chm`)
- 3 Open the corresponding CHM file (.chm extension).

Main online help in CHM format (compiled HTML)

Windows client

Each of the guides in CHM format are grouped in the main online help.

To display the online Help:

- 1 Start the Asset Manager Windows client.
- 2 Do one of the following:
 - Press **F1**.
 - Access the **Help/ Index** menu

Web client

This functionality is not available.

Contextual help for Basic scripts

Windows client

To display help on a Basic script function:

- 1 Start the Asset Manager Windows client.
- 2 Display the script edit window (field or link configuration script, "Script" type action, wizard script).
- 3 Select the name of the function.
- 4 Press **F1** on the keyboard.

Web client

This functionality is not available.

Contextual help on fields and links in the database.

Windows client

To display help for a field or a link in the database:

- 1 Start the Asset Manager Windows client.
- 2 Display the detail that contains the field or link.
- 3 Select the field or link.
- 4 Do one of the following:
 - Press *Shift* and *F1*
 - **Help on this field** menu
 - **Help/ Help on this field** menu

Web client

This functionality is not available.

White papers

The white papers supplied with Asset Manager provide additional technical or business-related information that is not covered in the guides.

The white papers are available in one of the following folders:

- `doc\white_papers` subfolder of the Asset Manager installation folder (Generally this is `C:\Program Files\HP\Asset Manager 5.12\xx\doc\white_papers`)
- `ac\program files\HP\Asset Manager 5.12 <installation language code>\doc\white_papers` folder on the Asset Manager installation CD-ROM

Please read the *About packaged white papers* PDF located in these folders for a summary of the white papers that are provided.

Information about the database structure

Description files are available in the `doc\infos` subfolder of the Asset Manager installation folder (`C:\Program Files\HP\Asset Manager 5.12\xx\doc\infos`, generally):

- `database.rtf`: List of tables, fields, links and indexes of the standard Asset Manager database in RTF format.
Use Microsoft Word to display this document.
- `database.txt`: List of tables, fields, links and indexes of the standard Asset Manager database in TXT format.
Use a spreadsheet application to display this document.

- `tables.txt`: List of tables of the standard Asset Manager database in TXT format.
Use a spreadsheet application to display this document.
- `diffxyz.xml`, where *xyz* corresponds to the Asset Manager version number: Lists the differences of the standard Asset Manager database structure between versions *xyz* and 5.12 in XML format.
Use an XML editor display this document.
- `diffxyz.html`, where *xyz* corresponds to the Asset Manager version number: Lists the differences of the standard Asset Manager database structure between versions *xyz* and 5.12 in HTML format.
Use an HTML editor or Internet browser to display this document.

Online documentation

Additional documentation for Asset Manager 5.12 can be downloaded from the HP support site at the following address:

www.hp.com/go/hpsoftwaresupport

You will need a user name and password to access the site.

List and description of guides

To locate the guides: ► [Guides in PDF format \(Adobe Acrobat\)](#) [page 95].

Note:

The names of the PDF files given below have this format: **<Guide identifier>**.

The first asterisk (*) corresponds to the software and software version identifier when guide was produced.

The second asterisk (*) corresponds to the language identifier of the guide.

For example: *AC512-Installation-EN*.

AC512-Installation-EN corresponds to Asset Manager version *512*.

EN corresponds to English.

Installation

Installation and upgrade

Name of the PDF file	Name of the CHM file
Installation.pdf	installation.chm

This guide explains:

- Which programs are part of Asset Manager.
- In which environments Asset Manager functions.
- How to upgrade a previous version of Asset Manager.
- How to install Asset Manager and Asset Manager Web for the first time.
- How to configure Asset Manager.
- How to tune Asset Manager.

This guide is intended for engineers who need to:

- Install Asset Manager and Asset Manager Web for the first time.
- Upgrade a previous version of Asset Manager.

Migration

Name of the PDF file	Name of the CHM file
Migration.pdf	migration.chm

This guide explains how to:

- Convert your old-format database to the 5.12 format.
- Upgrade Asset Manager programs to version 5.12.

Migration is performed by engineers in charge of:

- Administering the Asset Manager database
- Installing Asset Manager
- Deploying Asset Manager

Introduction

Concepts and implementation

Name of the PDF file	Name of the CHM file
ConceptsAndImplementation.pdf	concepts.chm

This guide provides an overview of portfolio management and explains how Asset Manager can help you implement it in your organization.

This guide is for anyone who would like an overview of Asset Manager:

- IT manager
- Organizational manager
- Project directors and managers (setup, training, project planning/tracking, Quality Assurance, etc.).
- Integration project managers
- Administrators
- General users

 Note:

Users who will only work with specific modules can refer directly to that module's documentation.

Product Review Guide

Name of the PDF file	Name of the CHM file
ProductReviewGuide.pdf	reviewguide.chm

The purpose of this guide is to give someone with no prior knowledge of Asset Manager an overview of some of the common tasks that can be performed with specific focus on the *Asset Tracking* and *Expense Control* processes.

After reading this guide, the reviewer will have a clear understanding of the key advantages to be gained by using Asset Manager.

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:

- Journalists
- Industry experts
- Consultants

Asset Tracking solution

Name of the PDF file	Name of the CHM file
AssetTrackingSolution.pdf	actracking.chm

This guide aims to provide answers to the following questions:

- What is the Asset Tracking solution?
- What benefits can be expected from the Asset Tracking solution?
- Who should implement the Asset Tracking solution?

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:

- Journalists

- Industry experts
- Consultants

Expense Control solution

Name of the PDF file	Name of the CHM file
ExpenseControlSolution.pdf	expensecontrol.chm

This guide aims to provide answers to the following questions:

- What is the Expense Control solution?
- What benefits can be expected from the Expense Control solution?
- Who should implement the Expense Control solution?

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:

- Journalists
- Industry experts
- Consultants

Differences between versions 3.x and 4.x

Name of the PDF file	Name of the CHM file
DifferencesBetweenVersions3xAnd4x.pdf	differencesbetversions.chm

This guide describes the major changes made to Asset Manager between versions 3.x and 4.0.0

The manual includes:

- A module-by-module comparison between versions 3.x and 4.x
- A description of new concepts
- A description of new features
- The list of new tables

This guide is for:

- Engineers performing Asset Manager version 3.x upgrades
- Module specialists who want to know how Asset Manager has evolved between versions 3.x and 5.12

Changes made to Asset Manager after version 4.0.0 are described in the *Release Notes* guide.

Basic functions

User Interface

Name of the PDF file	Name of the CHM file
UserInterface.pdf	userinterface.chm

This guide explains how to use Asset Manager:

- Search for records
- Edit records
- Print data
- Connect to a database
- Use wizards
- Send and read messages
- Display history of changes
- Schedule alarms
- Learn about the differences between the Windows and Web clients

This guide is intended for all Asset Manager users.

Accessibility Options

Name of the PDF file	Name of the CHM file
AccessibilityOptions.pdf	accessibility.chm

This guide is for users who encounter difficulties viewing the standard Asset Manager Windows user interface.

This guide explains how to:

- Change the visual aspect of the Windows client
- Use screen reader software
- Navigate without a mouse

Common tables

Name of the PDF file	Name of the CHM file
CommonTables.pdf	commontables.chm

This guide describes the tables used in all Asset Manager modules:

- Departments and employees
- Locations
- Companies
- Floor plans

- Features
- Documents
- News

This guide is intended for all Asset Manager users.

Portfolio

Name of the PDF file	Name of the CHM file
Portfolio.pdf	portfolio.chm

This guide describes how to use the *Portfolio* module:

- Overview
- Organizing a portfolio
- Using the *Portfolio* module
- IT portfolio
- Telephones
- Software
- Work orders and projects
- Adjusting items
- Glossary

This guide is intended for anyone using or implementing the *Portfolio* module.

Contracts

Name of the PDF file	Name of the CHM file
Contracts.pdf	contracts.chm

This guide explains how to manage different types of contracts:

- Insurance
- Lease schedules
- Maintenance
- License
- Application services
- Blanket purchase orders

This guide is intended for anyone using or implementing the *Contracts* module.

Software assets

Name of the PDF file	Name of the CHM file
SoftwareAssets.pdf	sam.chm

This guide explains how to manage, control and protect software assets at each phase of their life cycle.

This guide is intended for users who need to:

- Populate the software contracts database
- Populate the software licenses database (acquisition of rights to use software applications)
- Populate the installations database (consumption of rights to use software applications)
- Monitor that installations comply with licenses
- Manage the software portfolio (installations, updates)

SAM for BTO

Name of the PDF file	Name of the CHM file
SamForBTO.pdf	sam4bto.chm

SAM for BTO is an extension to the Asset Manager Software assets module. It provides additional features and tools specifically designed to help you to manage licensing of HP BTO software products.

Among its benefits:

- to demonstrate compliance and due diligence for licensing audit purposes
- to identify areas of potential licensing overspend where you may be able to make economies

This guide explains how to install, configure and use the optional SAM for BTO module:

- Overview of the business benefits and technology involved
- Explanation of product pricing and license compliance algorithms
- Procedures for installation and configuration
- Best Practices

 **Warning:**

Unlike the other guides listed in this section, this guide can be found in the following folders:

- datakit\bestprac\sam4bto subfolder of the Asset Manager installation folder (Generally this is C:\Program Files\HP\Asset Manager 5.12 xx\datakit\bestprac\sam4bto)
- ac\program files\HP\Asset Manager 5.12 <installation language code>\datakit\bestprac\sam4bto folder on the Asset Manager installation CD-ROM

Financials

Name of the PDF file	Name of the CHM file
Financials.pdf	financials.chm

This guide describes how to use the *Financials* module:

- Currencies
- Expenses
- Fixed assets
- Taxes
- TCO (Total Cost of Ownership)
- Chargebacks

This guide is intended for anyone using or implementing the *Financials* module.

Cable and Circuit

Name of the PDF file	Name of the CHM file
CableAndCircuit.pdf	cable.chm

This guide describes how to use the *Cable* module:

- Overview
- Practical case
- Implementation
- Creating termination fields, cable devices, cables and connections
- Viewing the traces
- Glossary
- Reference information

This guide is intended for anyone using or implementing the *Cable* module.

Procurement

Name of the PDF file	Name of the CHM file
Procurement.pdf	procurement.chm

This guide explains how to manage the procurement of goods and services using Asset Manager:

- Portfolio items
- Work orders
- Contracts
- Contract utilizations
- Training
- Cables

This guide is intended for anyone using or implementing the *Procurement* module.

Note:

The information relating to HP Employee Self Service Catalog provided in the Asset Manager *Procurement* guide, chapter *Request self-service* is complemented by white papers: *Service Catalog Integration - Administration* and *Setup* guides.

▶ [Service Catalog Integration - Administration and Setup Guides](#) [page 110]

Advanced functions

Advanced use

Name of the PDF file	Name of the CHM file
AdvancedUse.pdf	advanceduse.chm

This guide explains how to use Asset Manager's advanced functions:

- Itemized lists
- Historization
- AQL queries
- Crystal Reports
- Dashboards
- Actions
- Messaging
- Workflow
- Data export
- Scripts

- Calendars
- Time zones
- Calculated fields
- Wizards
- News

This guide is intended for advanced users.

The *Administration* guide complements this guide.

Administration

Name of the PDF file	Name of the CHM file
Administration.pdf	administration.chm

This guide explains how to:

- Use Asset Manager Application Designer
- Create, modify or delete a database
- Access databases
- Archive data
- Denormalize data
- Import data
- Control access to the database
- Use Asset Manager Automated Process Manager
- Use messaging
- Use Asset Manager as a DDE server

This guide is intended for Asset Manager administrators and advanced users.

Tailoring

Name of the PDF file	Name of the CHM file
Tailoring.pdf	tailoring.chm

This guide explains how to customize Asset Manager:

- Customize the interface of the client workstation
- Customize the database

This guide is intended for all Asset Manager users and administrators.

Reconciliation

Name of the PDF file	Name of the CHM file
Reconciliation.pdf	reconciliation.chm

This guide explains how to update records in the Asset Manager database using data obtained from external tools.

This process is based on the following question: "Does the incoming data already exist in the target application?"

- If the answer is "no", the input data is inserted.
- If the answer is "yes", the existing data is updated according to the information contained in the input data.

This guide is for:

- Asset Manager administrators who want to automate database updates.
- Users designated to process reconciliation proposals in Asset Manager.

Programmer's Reference

Name of the PDF file	Name of the CHM file
ProgrammersReference.pdf	progref.chm

This chapter explains how to use Asset Manager's programming libraries.

The reference includes:

- A detailed description of each function
- An index of functions by domain (for example, *Procurement*)
- How to use the functions

This guide is intended for persons programming in the Windows environment who plan to:

- Use the Asset Manager APIs
- Create configuration scripts for fields or links
- Create *Script* action types
- Create wizards

Tuning

Name of the PDF file	Name of the CHM file
Tuning.pdf	tuning.chm

This guide describes Asset Manager tuning strategies.

In particular, it deals with certain techniques to reduce bottlenecks caused by:

- The network

- The database server
- The Asset Manager client
- The database engine

This guide is intended for Asset Manager administrators.

Automatic software mechanisms

Name of the PDF file	Name of the CHM file
AutomaticSoftwareMechanisms.pdf	autosoftmechan.chm

This guide describes the automatic software mechanisms used to process data in Asset Manager.

The guide is intended for:

- Database administrators
- Persons in charge of implementing and/or customizing the Asset Manager database

Physical data models

Name of the PDF file	Name of the CHM file
PhysicalDataModels.pdf	Not available

This guide presents diagrams of the physical data models.

Each of these diagrams contains one or more tables used by the Asset Manager modules.

Understanding the database structure can help you:

- Create queries
- Customize the database
- Define user profiles
- Access the database without using the Asset Manager user interface
- Import or export data

This guide is intended for anyone who needs to learn about the structure of the database.

Database structure

Name of the PDF file	Name of the CHM file
Not available	dbstructure.chm

This guide describes the entire structure of the standard Asset Manager database (available in .chm format only):

- Tables
- Fields
- Links
- Indexes
- Automatic background processes

Integrations

The following documents detail integrations between Asset Manager, other HP Software products, and third party software.

Integration with software distribution and configuration management tools

Name of the PDF file	Name of the CHM file
IntegrationWithSoftwareDistribution-Tools.pdf	softdist.chm

This guide explains how to integrate Asset Manager with software distribution tools.

In this type of integration:

- 1 Asset Manager is used to *create* scheduled tasks.



Note:

A scheduled task is used to distribute a software package to or execute a script on a set of target computers.

- 2 The distribution tool is used to *execute* the scheduled tasks defined in Asset Manager.

This guide should be read by IT team members in charge of software distribution.

Service Catalog Integration - Administration and Setup Guides

Name of the PDF file	Name of the CHM file
Service Catalog Integration - Administration Guide.pdf	Not available
Service Catalog Integration - Setup Guide.pdf	

These guides document the software Integration between Asset Manager and HP Employee Self Service Catalog. (Available in .pdf format only)

The guides are intended for:

- Database administrators

- Persons in charge of implementing and/or customizing the Asset Manager database

 **Note:**

The information in these guides supplements the information relating to HP Employee Self Service Catalog provided in the Asset Manager *Procurement* guide, chapter *Request self-service*.

▶ [Procurement](#) [page 106]

Service Asset and Configuration Management

Name of the PDF file	Name of the CHM file
SACM.pdf	sacm.chm

This guide documents the software Integration between HP Discovery and Dependency Mapping - Inventory, Asset Manager, HP Universal CMDB and HP Service Manager. It details the following:

- The business benefits provided by implementing the integration between these products
- How to install and configure the components
- Technical reference descriptions for the data mappings used between the components

Integration with HP Project and Portfolio Management

There is no separate guide covering this integration. For details, see the section in these Release Notes: [Integration with HP Project and Portfolio Management: New](#) [page 24]

7 Additional information and documentation errors

This chapter contains important information that has not been provided in the current guides or that replaces existing information.

Configuring Asset Manager to use messaging systems

Administration guide, chapter Messaging, section Configuring Asset Manager to use messaging systems.

In this section, the explanation of `win.ini` and `mail.ini` files, is inaccurate for all the protocols, and should not refer to the `win.ini` file for Windows. The only file involved is the `mail.ini` file, which is required to enable the Asset Manager messaging system for both Windows and UNIX. Thus the instructions given for UNIX, in the procedure for each protocol, actually apply to both operating systems.

Integration with HP Client Automation

Configure HP ConnectIt scenarios

Integration with software distribution and configuration management tools guide, part Integration with HP Client Automation, chapter Implementing

required components, section *Required components / HP Connect-It / Configure HP Connect-It scenarios*.

The following information complements that provided in the the above section, and explains how to extract HP Client Automation 5.1x scenarios on the HP Connect-It server.

HP Connect-It 4.00 includes scenarios that support integration with HP Client Automation 5.0x and scenarios that support integration with HP Client Automation 5.1x .

License rights compliance module

Integration with software distribution and configuration management tools guide, part *Integration with HP Client Automation*, chapter *Implementing required components*, section *Optional components / License rights compliance module*.

The procedure for implementing the optional *License rights compliance* module has changed from that provided in the guide.

As a result of related changes, the following sections of the *Integration with software distribution and configuration management tools* guide, part *Integration with HP Client Automation*, issued with Asset Manager 5.12 are no longer valid and should be fully ignored:

Implementing required components / Optional components / License rights compliance module / Customization

Implementing required components / Optional components / License rights compliance module / Apache AXIS 1.2

Implementing required components / Optional components / License rights compliance module / Apache ANT 1.6.5

Overview / Deployment process / Verifying licenses

Implementing the *License rights compliance* module

Introduction

The license rights compliance module is optional in the software distribution and entitlement process. If implemented, it enables HP Client Automation to query the Asset Manager database via the Asset Manager Asset Manager Web Service in order to check software license rights before installing software on clients.

The tasks involved in implementing the module and configuring related components are explained in the following procedures.

Enabling HP Client Automation to access Web services

This section explains how to extract binary components on the HP Client Automation server, thus enabling HP Client Automation to access Asset Manager Web services. These binaries are part of the Asset Manager 5.12 delivery.

- 1 Logon to the server where HP Client Automation is installed
- 2 Stop the HP OVCM Portal
- 3 Stop the HP OVCM Configuration Server
- 4 Copy the following files:
 - Copy <Asset Manager installation folder>\integrations\amca\ac_verify.tcl to the <HP Client Automation installation folder>\ConfigurationServer\lib folder
 - Copy <Asset Manager installation folder>\integrations\amca\am-cla-51.jar to the <HP Client Automation installation folder>\ConfigurationServer\lib\libjava folder
- 5 Copy all the .jar files from <Asset Manager installation folder>\lib and paste them to the <HP Client Automation installation folder>\ConfigurationServer\lib\libjava folder
- 6 Edit the file ac_verify.tcl and specify:
 - The **LOGIN** that Asset Manager Web Service uses to connect to the Asset Manager database.

 **Note:**

The file ac_verify.tcl is used to call Asset Manager Web Service which verify if the number of rights is sufficient for a given application, and then retrieves the return code.

The **PASSWORD** variable using the password corresponding to the Asset Manager login.

- The **HOST** variable using the name of the host on which Asset Manager Web Service are installed
- The **PORT** variable using the host port that Asset Manager Web Service use to communicate

 **Note:**

The file ac_verify.tcl is used to call Asset Manager Web Service which verify if the number of rights is sufficient for a given application, and then retrieves the return code.

 **Warning:**

To implement the license rights compliance module, a password must be assigned to the user. The password must not be empty.

- 7 Copy the file <Asset Manager installation folder>\integrations\amca\setup.tcl to the following folder:
<HP Client Automation installation folder>\ConfigurationServer\bin.
- 8 Run the setup.tcl file located in the folder using the following command lines:

```
cd <HP Client Automation installation folder>\ConfigurationServer\bin
```

```
vdikit setup.tcl -host <host> -user <user> -pass <password>
```

- 9 Copy the file <Asset Manager installation folder>\integrations\amca\setup.tcl to the following folder:
<HP Client Automation installation folder>\ConfigurationServer\bin.
- 10 Run the setup.tcl file located in the folder using the following command lines:

```
cd <HP Client Automation installation folder>\ConfigurationServer\bin
```

```
nvdkit setup.tcl -host <Host of HP OVCM Configuration Server> -user <Admin user that has access to HP OVCM Configuration Server > -pass <Password of the Admin user that has access to HP OVCM Configuration Server >
```

 **Note:**

This setup.tcl file configures HP OVCM Configuration Server to run the ac_verify.tcl file.

- 11 Restart the services for the HP OVCM Configuration Server, HP OVCM Messaging Server and HP OVCM Portal

Prerequisites of the License rights compliance module

In order for the license rights compliance check to operate correctly for a given media, the following conditions must be met:

- The media is part of a software package
- The software package has at least one request line linked to a software installation model
- The software installation model is included by at least one software counter (**Scope of the installations or utilizations to be counted** (SoftInstQuery) link)

Process used to check compliancy

Once the License rights compliance module is implemented, before installing software HP Client Automation uses the class *com.hp.amca.CheckLicenses* contained in the archive *amca.jar* to query Asset Manager via Asset Manager Asset Manager Web Service. It checks if there are sufficient license rights, using the following query parameters:

```
<code> -u <login> -w <password> -h <host> -p <port> -t <tag>
```

These parameters are populated as follows :

- *code*: **Code** (Code) field of the portfolio item that describes the media
- *login*: Login that Asset Manager Web Service uses to connect to the Asset Manager database
- *password*: Password associated with the login that Asset Manager Web Service uses to connect to the Asset Manager database
- *host*: Asset Manager Web Service host
- *port*: Port to access Asset Manager Web Service

If an error occurs during the query (for example, no portfolio item found, incorrect login or password), the value *4* is returned with an error message.

If no error occurs during the query, the value *0* is returned, and the next step proceeds. Also, if there are insufficient license rights, the *No available license for: <Portfolio item code>* is also returned.

To find out if there are sufficient rights, the Web service searches for the portfolio item that corresponds to the media and tests the value of the *The service has sufficient license rights* (OVCMSERVICEHASENOUGHLICENSE) calculated field.

License rights are sufficient if the *The media has sufficient license rights* (OVCMSERVICEHASENOUGHLICENSE) calculated field of the media has the value *Yes*.

To determine its value, the calculated field does the following check:

- 1 It searches for the software package that contains the media corresponding to the service. It then examines what software installation models are part of the software packages. The software installation models are linked to the software package through the *Lines* (ReqLines) link in the *Composition* tab
- 2 It searches the software counters in which the software installation models are present.

It only retains the software counters for which the *Is part of corporate software management* (bFamily) checkbox is checked

- 3 The value is set to *Yes* if for all identified software counters the field *Compliance* has a value equal or greater than *1*. The value is also set to *Yes* if no counter is found following the previous path

```
No available license for: <Media code>
```

If there are insufficient license rights, the calculated field will be set to *No*. The message is also returned.

Label changes

Integrating with software distribution and configuration management tools guide.

The guide makes a number of references to navigation bar links, domain of actions and module name that were renamed or restructured in Asset Manager version 5.12. In particular the following links and system references:

<i>Incorrect name</i>	<i>Correct name</i>
<i>Navigation bar entries</i>	
Portfolio management/ IT/ Universal CMDB/ Software installation media	Portfolio management/ IT/ Deployments and releases/ Software installation media
Portfolio Management/ IT/ Configuration management	Portfolio Management/ IT/ Deployments and releases/ HP Client Automation integration
Portfolio management/ IT/ Software distribution	Portfolio Management/ IT/ Deployments and releases/ LANDesk integration
Portfolio management/ IT/ Configuration management/ Deployment tasks	Portfolio Management/ IT/ Deployments and releases/ HP Client Automation integration/ Deployment tasks
Portfolio management/ IT/ Universal CMDB/ Link media to a software package...	Portfolio management/ IT/ Deployments and releases / Link media to a software package...
Task associated with the software installation/removal (bAutomatedJob)	Add or remove software (bAutomatedJob)
Portfolio management/ IT/ Configuration management/ Named entitlements	Portfolio management/ IT/ Deployments and releases/ HP Client Automation integration/ Named entitlements
Portfolio management/ IT/ Configuration management/ Deployment work orders	Portfolio management/ IT/ Deployments and releases/ HP Client Automation integration/ Deployment work orders
Portfolio management/ IT/ Software distribution/ Scheduled Tasks	Portfolio Management/ IT/ Deployments and releases/ LANDesk integration/ Scheduled tasks
Portfolio management/ IT/ Software distribution/ Distribute package/script to locations...	Portfolio Management/ IT/ Deployments and releases/ LANDesk integration/ Distribute package/script to locations...
Portfolio management/ IT/ Configuration Management/ Create or delete a named entitlement...	Portfolio management/ IT/ HP Configuration Management integration/ Create or delete a named entitlement...
Configuration management/ Extended portfolio	Portfolio management/ Extended portfolio
Portfolio management/ IT/ Software distribution/ Delivery methods	Portfolio Management/ IT/ Deployments and releases/ LANDesk integration/ Delivery methods

<i>Incorrect name</i>	<i>Correct name</i>
Portfolio management/ IT/ Software distribution/ Distribution packages and scripts	Portfolio management/ IT/ Deployments and releases/ LANDesk integration/ Distribution packages and scripts
Configuration management	Portfolio management
<i>Domain of actions</i>	
/Portfolio management/IT/Configuration management/	/Portfolio management/IT/Deployments and releases/HP Client Automation integration/
/Portfolio management/IT/Software distribution/	/Portfolio management/IT/Deployments and releases/LANDesk integration/
<i>Module name</i>	
Configurations	HP CA integration

Label changes

All guides

The following changes to navigation bar links and other GUI labels in the system mean that references to the old labels in the existing documentation are inaccurate:

<i>Former label</i>	<i>New label</i>
<i>Module name</i>	
HP CM Integration	HP CA integration

Request self-service

Procurement guide, chapter *Request self-service*.

This chapter is supplemented by two dedicated white papers: *Service Catalog Integration - Administration Guide* and *Service Catalog Integration - Setup Guide*. These are supplied with Asset Manager in the C:\Program Files\HP\Asset Manager 5.12 xx\doc\white_papers\Integration directory.

Several documentation errors exist in the chapter:

- In the *Key Concepts* section, point 4 should read:
Users create their request using the HP Service Manager *self-service catalog*, choosing from the available items.
- In the *Key Concepts* section, in point 8 it is stated that "The status of the requested items is then updated in is then updated in HP Service Manager via a HP Connect-It scenario." This should say instead: "The status of the

request lines is then updated in HP Service Manager via a HP Connect-It scenario.

- In the section *Installing and configuring / Installing and configuring components / HP Service Manager and HP Service Manager Web* steps 3-5 of the procedure should be replaced by the following text:

3 In the browser, select **Menus/ Service Catalog/ Approval Activities**.

4 Select the first line of the **General Approval** table.

5 Click the **Remove Approval Activity** link.

- In the section *Installing and configuring / Installing and configuring components / Web Service Proxy* in step 5 of the first procedure, the instruction to execute the command

```
ant all
```

should be replaced by

```
ant webapp
```

In the same section, in step 8.4, the example of the path to the Web Service Proxy should be:

```
$(L.url="http://ProxyServer:8080/ServiceCatalog/services/ServiceCatalog"
```

- At the end of the section *Installing and configuring / Installing and configuring components / Activating the linker scheduler* a final step should be executed, to restart the linker.
 - ▶ See HP Service Manager documentation for further details.
- In the section *Installing and configuring / Installing and configuring components / Web Service Proxy / Modify the prefix added to standard request number* step 5 of the procedure, should read:

In the **WHERE Clause:** field, replace *ESS-* with any prefix of your choosing.
- In the section called *Use* step 6 of the procedure, should read:

Next, the status of the *request lines* is updated in HP Service Manager via the `status.scn` HP Connect-It scenario.

Creating a page

Tailoring guide, part Customizing databases, chapter Customizing the database, section Creating new objects / Creating a page. This section does not document the fact that the *HSplitControl* and *VSplitControl* separators as well as the fields and links listed for the page now have default IDs. Examples:

```
HSplitControl_0 | Id="Group00"
```

```
Reason | Id="Field01"
```

Asset Manager uses these IDS for hidden processes. You cannot make any use of them.

AQLDecode function

Programmer's reference guide. The **AQLDecode** function is not documented. The **AQLdecode** function has the functionality of an *IF-THEN-ELSE* statement.

```
AQLDecode( expression , search , trueresult , falseresult )
```

Syntax:

expression is the value to compare.

search is the value that is compared against *expression*.

trueresult is the value returned, if *expression* is equal to *search*.

falseresult is the value returned, if *expression* is not equal to *search*.

 Note:

Expression, search, trueresult and *falseresult* must have the same type.

Example:

AQLDecode(bCompact, 0, (PortfolioItem.fQty * IUseCount), IUseCount) returns a similar result to using an IF clause such as

```
If bCompact =0 then
```

```
result =(PortfolioItem.fQty * IUseCount)
```

```
else
```

```
result = IUseCount
```

```
endif
```

Asset Manager contextual help on fields and links

- Contextual help for the **Script (allocation)** (AllocationScript) link on the **Chargeback rules** (amCbkRule) table is misleading, and as a result users may create Calculate scripts on chargeback rules which themselves generate errors/ messages inconsistently.

```
RetVal = [PortfolioItems.CostCenter]
```

In the example given, the following parameter is misleading

```
<percentage 1>|<costid 1>{,<percentage n>|<costid n>}
```

In fact, the result of the script must be a string. And this string must describe how allocations will be taken. The correct format is :

```
Retval = "100|55310"
```

Simple example for a single cost id :

- The usage of the following fields has changed in the 5.1 database, however the contextual help for these fields has not been updated. If you wish to update the help manually for these fields to reflect their new usage, you can use cut and paste the suggested texts from the following table to the field description in Asset Manager Application Designer:

<i>Field</i>	<i>Table</i>
Serial # (SerialNo)	Assets (amAsset)
<i>Suggested help text for updated field</i>	
<HelpWarning>When the asset is imported by Connect-It from DDMi, the serial number type depends on the computer type:If the asset is a virtual machine: this field stores the UUID (Universal Unique Identifier)If the asset is physical machine scanned by DDMi: this field stores the BIOS serial numberNote: A UUID (Universal Unique Identifier) is a 128-bit number used by distributed systems to uniquely identify information without significant central coordination.</HelpWarning>	
<i>Field</i>	<i>Table</i>
Installation folder (Folder)	Portfolio items (amPortfolio)
<i>Suggested help text for updated field</i>	
<HelpComment>This field is meaningful when the portfolio item falls into one of the following categories:Software installation: in this case, this field stores the installation folder of the softwareVirtual machine: in this case, this field stores the path to the virtual machine.When importing new or updated details of software installations or virtual machines from DDMi to Asset manager, this field is automatically populated by Connect-It.

For more information on VM path, please refer to the DDMi and VMWare documentations.</HelpComment>	

Installation and upgrade guide

Installation and upgrade guide, chapter Installing, configuring, removing and updating Asset Manager Web, section Installing Asset manager Web/ To install Asset Manager Web Tier and Asset Manager Web Service at the same time.

In this section step 14 should read as follows:

In step four (Shared Libraries): From the table, select the *assetManagerWebService* module (URI: META-INF/application.xml).

Example of Asset Manager Web installed on a local test machine

Installation and upgrade guide, chapter *Installing, configuring, removing and updating Asset Manager Web*, section *Practical Case*

This section is now out of synch with currently available 3rd party product versions and could thus be misleading. An improved version is provided below.

 **Warning:**

This section provides an example of Asset Manager Web installed on a local test machine running Tomcat 5.5.27 as the application server.

This practical case does not attempt to optimize the performance of Asset Manager Web.

Tomcat 5.5.27 and J2SE v 5.0 JDK do not necessarily correspond to the software applications that are currently available, or that need to be used and supported in production mode.

Refer to the Support matrices at: www.hp.com/go/hpssoftwaresupport for more information about supported software.

-
- 1 Install Internet Explorer 6.0+.
 - 2 Start Internet Explorer 6.0+.
 - 3 Configure Internet Explorer 6.0+ (**Tools/ Internet Options** menu) allowing it to:
 - Execute JavaScript (**Security** tab)
 - Display pop-up windows (**Privacy / Security** tabs)
 - Accept cookies (**Privacy** tab, **Advanced** details)
 - 4 Install Asset Manager in the C:\Program Files\HP\Asset Manager 5.12 xx folder, where xx is replaced by the two letter language code of your Asset Manager installation (► *Installation and upgrade* guide, chapters *Before installing Asset Manager* and *Manual installation (graphical)*).
Select the *Custom installation* mode.
Select the following components:
 - Asset Manager Client (Windows client)
 - Asset Manager API
 - Demonstration database
 - Web Service and Web Client
 - 5 Start the Asset Manager Windows client (**Start/ Programs/ HP/ Asset Manager 5.12 <language>/ Client** Windows menu).
 - 6 Connect to the demonstration database by populating the following fields in the connection window:

Field	Value
Connection	AMDemo51en
Login	Admin
Password	Leave this field empty

- 7 Enter the license that you received with Asset Manager to use the demonstration database.
- 8 Exit the Windows client.
- 9 Install J2SE v 5.0 JDK (JDK 5.0 Update 16 including JRE, Offline installation files) in the C:\Program Files\Java\jdk1.5.0_16 folder from this site: http://java.sun.com/javase/downloads/index_jdk5.jsp.
- 10 Add or modify the *JAVA_HOME* system variable to have it point to the J2SE v 5.0 JDK installation folder (in Windows click **Start/ Settings/ Control Panel**. Double click the *System* tool and then click the **Advanced** tab followed by the **Environment Variables** button, **System variables** frame).

Value to use:

C:\Program Files\Java\jdk1.5.0_16

- 11 Install Tomcat 5.5.27 in the C:\Tomcat55 folder from this site: <http://tomcat.apache.org/download-55.cgi#5.0.28>
Download *Windows Service Installer (pgp, md5)*.
Accept the options that are provided by default by the installation program except for the following:
 - The installation folder must be: C:\Tomcat55
 - Uncheck the option to start Tomcat when the installation is complete.
- 12 Start the Tomcat configuration console (In Windows click **Start/ Programs/ Apache Tomcat 5.5/ Configure Tomcat**).
- 13 Click the **Java** tab.
- 14 Populate the following fields:

Field	Value
Java Virtual Machine	C:\Program Files\Java\jre1.5.0_16\bin\client\jvm.dll
Java Classpath	C:\Program Files\Java\jdk1.5.0_16\lib\tools.jar;C:\Tomcat55\bin\bootstrap.jar
Java Options	Add this line: -Djava.library.path=C:\Program Files\HP\Asset Manager 5.12 xx\b in where <i>xx</i> is replaced by the two letter language code of your Asset Manager installation.
Initial memory pool	512 (or another value adapted to your computer)

Field	Value
Maximum memory pool	1024 (or another value adapted to your computer)

- 15 Close the Tomcat configuration console.
- 16 Copy the `am-constants-51.jar` and `am-jni-51.jar` files (located by default in the `C:\Program Files\HP\Asset Manager 5.12\xx\websvc\lib` folder where `xx` is replaced by the two letter language code of your Asset Manager installation).
Paste them in `C:\Tomcat55\shared\lib`.
- 17 Stop Tomcat.
- 18 Copy the `C:\Program Files\HP\Asset Manager 5.12\xx\webtier\config\AssetManager.xml` file where `xx` is replaced by the two letter language code of your Asset Manager installation.
Paste it in `C:\Tomcat55\conf\catalina\localhost`.
- 19 Copy the `C:\Program Files\HP\Asset Manager 5.12\xx\websvc\config\AssetManagerWebService.xml` file where `xx` is replaced by the two letter language code of your Asset Manager installation.
Paste it in `C:\Tomcat55\conf\catalina\localhost`.
- 20 Start Tomcat:
 - a Start the Tomcat monitoring console (In Windows click **Start/ Programs/ Apache Tomcat 5.0/ Monitor Tomcat**).
 - b Right click the Tomcat icon in the lower-right corner of the Windows taskbar.
 - c Select the **Start service** menu item.
 - d Wait until the red square becomes a green triangle pointing to the right.
- 21 Test to see if the Asset Manager Web Service deployment has been successful:
 - 1 Start Internet Explorer 6.0+.
 - 2 Go to the following URL:

`http://localhost:8080/AssetManagerWebService`

 **Warning:**

Text is case sensitive.

- 3 Do not reload or refresh the page until Asset Manager Web Service has started. This may take a few minutes.
- 4 If deployment has been successful, the page located at the URL will display a header similar to the following:

```
Database
Database: AMDemo51xx
```

```
User: Admin
Version: 5.12 - build XXXX
```

 **Tip:**

If this header is displayed but is followed by an error, try redefining the application server's memory settings.

Example for Tomcat 5.0: *Initial memory pool* and *Maximum memory pool* settings.

22 Go to the following URL:

```
http://localhost:8080/AssetManager
```

 **Warning:**

Text is case sensitive.

This displays the connection page.

23 Populate the following fields:

Field	Value
Login	Admin
Password	Leave the password empty.

Virtual environments

Portfolio guide, chapter *IT portfolio*, section *Virtual machines*.

This section is now out of synch with currently available virtualization features available. An improved version is provided below.

General overview

Asset Manager enables you to describe virtual environments.

Virtual environment components include:

- *Virtual machines*
- *Virtual machine hosts*: physical computers on which a *virtual machine management software* is installed
Examples: ESX Server, Solaris Zoning
- *Virtual machine management software*: software installed on a *virtual machine host* and managing *virtual machines*

- *Virtual environment management servers*: physical computers on which a *virtual environment management software* is installed
Examples: VMWare VirtualCenter
- *Virtual environment management software*: software installed on a *virtual machine host* and managing *virtual environments*

Relationships between some of those components are described:

- Between *Virtual machines* and *Virtual machine hosts*: using the **Component of** (Parent) link in the **Portfolio items** (amPortfolio) table as well as a client-resource relationship (with a *Manages VM* (ManagesVm) client-resource relationship type).
- Between *Virtual machine hosts* and *Virtual environment management servers*: using client-resource relationships (with a *Manages VM host* (ManagesVmHost) client-resource relationship type).

A business service is created and associated to the client-resource relationships for each:

- *Virtual machine host*
- *Virtual environment management server*

You can create virtual environment components either manually or by importing data from HP Discovery and Dependency Mapping - Inventory using HP Connect-It.

This section covers the following topics:

- [Preliminary tasks](#) [page 127]
- [Importing virtual environments from HP Discovery and Dependency Mapping - Inventory](#) [page 130]
- [Creating virtual machines manually](#) [page 132]
- [Manually specify the host of a virtual machine](#) [page 133]
- [Display a dashboard on your virtualization environments](#) [page 133]
- [Display virtual environment management servers](#) [page 133]

Preliminary tasks

Before you are able to create virtual environments in Asset Manager either manually or through a HP Discovery and Dependency Mapping - Inventory import using HP Connect-It, you need to perform the preliminary tasks described in this section.

Import the *Virtualization - Line-of-business data* into your database

These line-of-business data contain:

- Client-resource relationship types:
 - Manages VM host (ManagesVmHost)

- Manages VM (ManagesVm)
- Natures:
 - Virtual machine (CPUVM)
 - Business service (BIZSVC)
- Models:
 - Virtual machine (VMCPU)
 - VMware ESX Server (SIESX)
 - VMware VirtualCenter (SIVC)
 - VMware ESX Server (ESXSERVER)
 - VirtualCenter Server (VCSERVER)
 - Virtual machine management software (SIVM)
- *Dashboard* type actions:
 - ◆ Dashboard: Virtualization (BstVirtualizDashBoard)
- Statistics:
 - Breakdown of physical computers versus virtual machines (StdStatVirtPhys_virt)
 - Breakdown of virtual machines by Oper. System (StdStatVirtOS_virt)
 - Breakdown of virtual machines by State (StdStatVirtStatus_virt)
 - Breakdown of virtual machines per CPU speed (StdStatVirtCPUSpeed_virt)
 - Breakdown of virtual machines by Assignment (BstStatVMsByAssignment_virt)

Importing the *Line-of-business data* when you create the database

Follow the instructions in the *Administration* guide, chapter *Creating, modifying and deleting an Asset Manager database / Creating the database structure with Asset Manager Application Designer*.

On the **Data to import** page, select the *Virtualization - Line-of-business data* option.

Importing the *Line-of-business data* into an existing database

Proceed in the following manner:

- 1 Execute Asset Manager Application Designer.
- 2 Select the **File/ Open** menu item.
- 3 Select the **Open database description file - create new database** option.
- 4 Select the `gbbase.xml` file which is located in the `config` sub-folder of the Asset Manager installation folder.

- 5 Start the database creation wizard (**Action/ Create database** menu).
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Generate SQL script / Create database page:

Fields	Value
Database	Select the connection to the database into which you wish to import the line-of-business data.
Creation	Import line-of-business data.
Use advanced creation options	Do not select this option.

Creation parameters page:

Fields	Value
Password	Enter the administrator's password.
	<p>Note:</p> <p>The Asset Manager database administrator is the record in the Departments and employees (amEmplDept) table for which the Name (Name) field is set to <i>Admin</i>.</p> <p>The database connection login is stored in the User name (UserLogin) field. The administration name is <i>Admin</i>.</p> <p>The password is stored in the Password field (LoginPassword).</p>

Data to import page:

Fields	Value
Available data	Select the <i>Virtualization - Line-of-business data</i> option
Stop import if error	Select this option for the import to stop if a problem is encountered.
Log file	Full name of the file to which all import operations, including errors and warnings, are logged.

- 7 Execute the options defined using the wizard (**Finish** button).

Importing virtual environments from HP Discovery and Dependency Mapping - Inventory

This section describes how to import data from HP Discovery and Dependency Mapping - Inventory to Asset Manager using HP Connect-It.

Supported product versions

To find out which versions of HP Discovery and Dependency Mapping - Inventory and HP Connect-It you can use to import virtual environments from HP Discovery and Dependency Mapping - Inventory, refer to the support matrix.

► *Release Notes* guide, chapter *Related documentation and support matrix*, section *Support matrix*.

HP Discovery and Dependency Mapping - Inventory must be version 7.50 or above.

HP Connect-It must be version 3.90 or above.

Overview of the integration

The integration of Asset Manager and HP Discovery and Dependency Mapping - Inventory is based around HP Connect-It scenarios delivered with HP Connect-It.

These scenarios support one-way integration from HP Discovery and Dependency Mapping - Inventory to Asset Manager, permitting data in mapped fields to be transferred.

► To know what virtual environment components and relationships between some of those components are transferred, refer to [General overview](#) [page 126].

Enabling the integration

The integration assumes that the components included in *Virtualization - Line-of-business data* have been imported in the Asset Manager database.

► [Preliminary tasks](#) [page 127].

The HP Connect-It scenarios can then transfer data that can be linked to the natures, models and client-resource relationship types imported from the *Virtualization - Line-of-business data*.

Use the appropriate HP Connect-It scenario

You will find the following scenario files under <HP Connect-It installation folder>\scenario\ed:

- ddmiac.scn
- ddmiac-hpovcmse.scn
- ddmiac-reconc.scn
- ddmi-swnorm.scn

You have to select one and only one of these scenarios to perform the transfer. They all transfer virtual environment components and relationships the same way.

Differences between these scenarios are not related to the way virtual environments are transferred but to other criteria.

► Refer to the HP Connect-It documentation to understand which scenario to choose, and to the readme file supplied in the archive (readme-DDMI7.5-AM5.1.txt).

HP Connect-It 3.90 does not yet include the most recent scenarios that fully cover the transfer of virtual environment data.

To get the scenarios, use the following process:

- 1 Connect to http://h20229.www2.hp.com/uploads/ovrd/ovr_1_ovconnit_0001.html
An HP Passport is required with the appropriate rights.
- 2 Fill out the *HP Connect-It scenario download form*.
- 3 Click **next**.
- 4 In the *HP Connect-It 3.90* section, select *DDMI 7.5 - AM 5.1 (.zip)*.
- 5 Extract all files out of the .zip file to the <HP Connect-It installation folder>\ scenario\ed folder.

How does HP Discovery and Dependency Mapping - Inventory identify a virtual machine

HP Discovery and Dependency Mapping - Inventory identifies that a machine is virtual and not physical in one of the following ways:

- The machine is linked to another machine using the *VirtualDevice* link.
- If there is no such link, the value of the **Name** field for the HP Discovery and Dependency Mapping - Inventory machine is found in the `map` table.

Note:

The standard procedure should flag all virtual machines as such during the transfer to Asset Manager. However, if for any reason some machines are not correctly flagged, use the following workaround:

-
- 1 Run the HP Connect-It Scenario Builder
 - 2 Open the scenario you are using
 - 3 Select the **Scenario/ Maptables...** menu
 - 4 Select the *ddmi.mpt* maptable
 - 5 Search for *MapTable UnmanagedVMTypes*
 - 6 Add the name of the machine that should be transferred as a virtual machine to Asset Manager.

Use the value **Name** filed in HP Discovery and Dependency Mapping - Inventory for the machine.

How does DDMI identify a computer as a *Virtual machine host* or a *Virtual environment management server*

Virtual machine hosts and *Virtual environment management servers* are computers that are linked to another computer using the *VirtualLink* link.

Reference Documents

Asset Manager, HP Connect-It and HP Discovery and Dependency Mapping - Inventory are each provided with comprehensive installation, user and reference guides, to which you should refer as required for further details and in-depth explanations of the concepts mentioned in this section.

Creating virtual machines manually

- 1 Display the virtual machines (**Portfolio Management/ IT/ IT equipment/ Virtual machines** link on the navigation bar).
- 2 Add a virtual machine.
Populate the **Model** link (Model) by selecting a virtual machine model (► [Preliminary tasks](#) [page 127]).

The fields and links specific to virtual machines are:

Label	SQL name
Host	sysCoreVMParent
This field is for informational purposes only: A calculated field indicates the host machine on which the virtual machine is installed.	
General tab	
Installation folder	Folder
Serial #	SerialNo
Hardware tab	
Virtualization type	VmType
State of the virtual machine	VmStatus
Max. CPUs	fMaxCpu
Min CPUs	fMinCpu
Max. RAM	lMaxMemory

Label	SQL name
Min. RAM	lMinMemory

Manually specify the host of a virtual machine

The host of a virtual machine cannot be selected directly in the screen displayed by the **Portfolio Management/ IT/ IT equipment/ Virtual machines** link on the navigation bar.

To specify the host machine (element in the *Computers* (amComputer) table) on which the virtual machine is installed:

- 1 Display the portfolio items (**Portfolio management/ Portfolio items** link on the navigation bar).
- 2 Display the virtual machine details.
- 3 In the *Component of* (Parent) link, select the host computer.
- 4 Save your changes.

Display a dashboard on your virtualization environments

Click the **Portfolio management/ IT/ IT equipment/ Dashboard: Virtualization** link on the navigation bar.

Display virtual environment management servers

- 1 Click the **Portfolio management/ IT/ IT equipment/ Virtual environment management servers** link on the navigation bar.

Request self-service

Reminder: guides describing Request self-service

Request self-service is described in several guides.

Section [Service Catalog Integration - Administration and Setup Guides](#) [page 110] lists those guides.

Supported versions

- Asset Manager: 5.12
- HP Service Manager: 7.10 with Fix SCR 42940

- HP Connect-It 4.0
HP Connect-It 3.91 is supported via a hotfix that was not yet available at the time the Release Notes were published.

Using the correct HP Connect-It scenarios

There is information in the following guide that is no longer valid:
Asset Manager Procurement guide, part *General overview*, chapter *Request self-service*, section *Installing and configuring / HP Connect-It / Configure HP Connect-It*

If you use HP Connect-It 3.91

The right scenarios are not installed with HP Connect-It.

They are installed with Asset Manager and must be copied to the HP Connect-It installation folder:

- 1 Copy the <Asset Manager installation folder>\esscat\Connect-It\scenario folder.
- 2 Paste it in the HP Connect-It installation folder.

This adds HP Connect-It scenarios and their associated files in
<HP Connect-It installation folder>\scenario\ac\ac51\esscat\am51sm71.

If you use HP Connect-It 4.00

The right scenarios are installed with HP Connect-It.

They can be found in the <HP Connect-It installation folder>\scenario\ac\ac51\esscat\am51sm71 folder.

Asset Manager Web and HP Service Manager Web menu aggregation

There is information missing in the following guides:

- *Asset Manager Procurement* guide, part *General overview*, chapter *Request self-service*, section *Installing and configuring / Installing and configuring components / Asset Manager Web and HP Service Manager Web menu aggregation*
- *Asset Manager Tailoring* guide, part *Customizing Web clients*, chapter *Request self-service*, section *Asset Manager Web and HP Service Manager Web menu aggregation*
- *Asset Manager Service Catalog Integration Administration Guide* white paper, chapter *User Interface Integration*, section *Navigation Bar aggregation*

For the menu aggregation to work properly without the implementation of single sign-on, you need to use the following procedure to connect to HP Service Manager and Asset Manager:

- 1 Connect to the HP Service Manager Web client using a given login.
- 2 Connect to the Asset Manager Web client using the same login, on the same Web browser.
- 3 Re-connect to the HP Service Manager Web client using the same login on the same Web browser.

Configuring the *ServiceCatalog* Web Service

There is information missing in the following guide: Asset Manager *Service Catalog Integration Administration Guide* white paper, chapter *User Interface Integration*, section *Tailoring the User Interface / Tailor the SM Service Catalog screens*.

A field called **DetailedDesc** is required in the *ServiceCatalog* Web Service. To create this:

- 1 Connect to the HP Service Manager client with administrative rights.
- 2 Select *Tailoring / Web Services / WSDL configuration* from the navigation bar.
- 3 In the **Service Name** field, enter *ServiceCatalog*.
- 4 Click **Search**.
- 5 Select the *ServiceCatalog* entry in the list of results.
- 6 In the details of the *ServiceCatalog* Web service, select the **Fields** tab.
- 7 At the end of the list of fields, add a new entry with the following information:
 - *Field*: detailed.description
 - *Caption*: DetailedDesc
 - *Type*: String

8 Support

HP Software support Web site

You can visit the HP Software Support web site at:

www.hp.com/go/hpsoftwaresupport.

This Web site provides a list of contacts and information about products, services and support provided by HP Software.

HP Software online software support provides facilities to help users resolve their problems. It also provides a quick and efficient means to access interactive technical support tools to manage specific issues. As a technical support customer, you can use the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP Software support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an *HP Passport* user and sign in. Many also require a valid support contract. To find more information about support access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an *HP Passport ID*, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Limited responsibility clause

Asset Manager is integrated with several third-party applications.

Examples: Database engines, Web servers, single sign-on software, load-balancing and clustering hardware and software solutions, reporting software such as Crystal Reports, etc.

Support for these applications is limited to their interface with Asset Manager.

Support does not cover installation problems, setup and customization problems nor malfunctioning of the third-party application.

9 Additional copyright information

Asset Manager uses portions of third-party software products, some of which are subject to specific software licenses.

Licenses for the third party open source components can be found either in this chapter or as *.txt* files at the following locations:

- The `bin` subdirectory of the Asset Manager installation folder (`C:\Program Files\HP\Asset Manager 5.12 xx\bin`)
- The `AssetManagerWebService.war` file found in the `websvc` sub-folder of the Asset Manager installation folder
- The `AssetManager.war` file found in the `webtier` sub-folder of the Asset Manager installation folder
- Crystal Reports for Asset Manager and Crystal Reports Server for Asset Manager installation folder

If the license for a third-party component (for example, LGPL or CDDL) specifies that the source code must be made available if an executable is distributed, you can find the source code in one of the following ways:

- In the `ThirdParty` directory of the installation CD-ROM
- Through the url indicated in this chapter
- From HP technical support

Sablotron

Sablotron is distributed under the terms of the MPL 1.1 and the source code is available at www.gingerall.com (MPL 1.1: www.mozilla.org/MPL/MPL-1.1.html)

Expat

Asset Manager Application Designer uses Expat to perform migrations.

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OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org>).

This product includes cryptographic software written by Eric Young (eyay@cryptsoft.com).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Dynamic libraries

Asset Manager uses the ODBC and Visual C++ dynamic libraries.

Crystal Reports RTE

Crystal RTE software © 2001 Crystal Decisions, Inc., all rights reserved.

Cypress Basic

Basic Scripting provided by Cypress Software Inc., Copyright 1993-2004, all rights reserved.

OpenLDAP

OpenLDAP is a registered trademark of the OpenLDAP Foundation.
All rights reserved, LDAP, OpenLDAP

Facelets

The original code has been modified in order to replace the `com.sun.facelets.impl.DefaultFaceletFactory` class with a class that follows the original implementation with the exception of the member variable "facelets". In this variable, `HashMap` has been replaced with `Map` which implements the LRU cache management strategy in order to control consumed memory. The code modification and the original source code are available from HP support.

Bar-code font

The font used by the Barcode module is the font named C39T30Lfz from Quartet Systems.

MSDE

The demonstration database uses the MSDE database engine, which is redistributed with Asset Manager. For legal information concerning MSDE, refer to the `readme.txt` and `licence.txt` files, which are located in the MSDE folder of the Asset Manager installation CD.

OSCache

This product includes software developed by the OpenSymphony Group (<http://www.opensymphony.com/>).

WSDL4J

The JAVA API specifications for WSDL can be found at the following address:
<http://www.jcp.org/en/jsr/detail?id=110>

Libgcc and libstdc++

Libgcc and libstdc++ are distributed under the terms of the GNU GPLv3 license. The GNU GPLv3 license can be found under the `C:\Program Files\HP\Asset Manager 5.12 xx\bin` folder.

The libgcc and libstdc++ libraries are built out of the GCC (GNU Compiler Collection) project.

The source code of the GCC project can be found under the `ThirdParty` directory of the installation CD-ROM.